



Registry Operator Monthly Report



November 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

There were no operational changes or issues during November 2016.

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 12,115 total locality names of which Neustar manages 4,076 as the Delegated Manager. There are an additional 3,984 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. We are issuing additional paperwork to the 3,598 locality names and/or Delegated Managers as part of our internal annual review.

Policy Update:

The .US Stakeholder Council held its monthly meeting on November, 16, 2016. To open the meeting, Neustar presented information regarding the October Town Hall. There were forty total attendees, thirty six of whom were external to Neustar. During the Town Hall, the attendees responded to three polls and asked twenty-nine questions during the event. According to the Town Hall survey responses, interests related to business was the primary reason given by attendees for their participation in the event. Participants also responded that they felt overall satisfaction with the event. After discussing the Town Hall, the Council members deliberated on whether or not to establish a public comment period for the Privacy Service Plan and Premium Domains policy proposals. The Council decided that the Secretariat should circulate its .US Privacy Service Plan and .US Premium Domain Name Proposal to the Council members for final comments and if no further comments were submitted, the Secretariat should post both policies for public comment by Tuesday, November 29th. Moreover, regarding the .US Premium Domain Name Proposal, the Council asked that the Secretariat clarify the scope of the Council's consideration. The Council decided that the Secretariat should revise the policy to include an introduction that addresses the scope of consideration, and circulate this new version for Council comments before posting for public comment.

Following the Council meeting, Neustar changed the Privacy Plan and the Premium Domain Name Proposal to include specific language as to the scope of the Council's consideration and recirculated the items to the Council for final comments. Members of the Council representing law enforcement submitted comments with regard to the Privacy Plan. Neustar incorporated those comments and presented the document with the additions to the Council. Neustar gave the Council additional time to comment on the changes. No comments were received. Neustar will post the plans to its website with a request for public comments to be submitted.

Marketing Update:

November marketing efforts focused on finalizing collateral for the new “Story of .us” campaign launching at the end of December. New assets consist of a dedicated landing page, original content curation, and digital assets re-branded for the “Story of .us” tagline. This campaign will be targeted to newly engaged couples looking to start a wedding site and promoted via paid media social channels. The new branded efforts coincided with completing the new look for the about.us website re-launch and SEO audit with changes being implemented in the following week.

Media coverage for the month includes a .us use-case study article published on Tech.co around a “Vet-repreneur” start-up, www.vet-tech.us. This article was promoted via social channels Twitter, Facebook, and LinkedIn and garnered over 70 social shares: “Vet-Tech CEO on the One Skill Veterans and Great Entrepreneurs Share” - <http://tech.co/vet-tech-ceo-interview-2016-11>.

Other Updates

New registrations in November 2016 were 342% higher than November 2015. Names under management in November 2016 were 30.7% higher than November 2015. The renewal rate in September 2016 (most current data available due to 45 day grace period) was higher year over year at 71.7% vs. 62.7% in September 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	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%	99.999% < 3,000ms
Processing Time - Query Domain	1,500 ms for 95%	99.999% < 1,500ms
Processing Time - Whois Query	1,500 ms for 95%	99.995% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.969% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	99.999% < 15 mins
Update Frequency - Whois	15 min. for 95%	99.995% < 15 mins

Section 3: Monthly Transaction Statistics

Total Domains Under Management	2,103,456
Totals Nameservers Managed	479,951

Billable Transactions

Transaction Type	# of Transactions
Adds	136,362
Auto-Renews	5,737
Renews	55,464
Transfers	3,001
Deletions for Credit	1,724
Total	202,288

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

Command	# of Transactions
Check Contact	100,660
Create Contact	935,365
Delete Contact	4,160
Info Contact	2,442,127
Transfer Contact	0
Update Contact	171,990
Check Domain	68,802,306
Create Domain	21,501,140
Delete Domain	32,268
Info Domain	5,655,013
Renew Domain	56,703
Transfer Domain	0
Update Domain	621,345
Check Host	302,472
Create Host	83,966
Delete Host	8,899
Info Host	945,109
Update Host	209,839
Totals	101,873,362

Daily EPP Transaction	# of Transactions
Maximum Daily Transactions	5,343,411
Minimum Daily Transactions	397,022
Average Daily Transactions	3,395,779

Transaction Type	# of Transactions
Total Billable Transactions	202,288
Total number of Whois Queries	298,282,649
Total number of DNS Queries	33,841,394,567
Total EPP Transactions	101,873,362
Total Registry Transactions	34,241,752,866

Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.neustar.us	
Page Views	10,162
Visits	4,870
Average Visit Length	73 Secs

Section 6: Accredited Registrar Status

Registrar Status	Count
Operational Registrars	151
Registrars in Ramp Up	13
Registrars in Pre-Ramp Up	0

Section 7: .US Locality Statistics

Statistic	Count
Number of Delegated Managers	3,984
Changes to Delegated Managers	0
Updates to Locality Domains	0

Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during August 2016.

Date	Registrar	Domain Name	Complaint	Action
11/1/2016	Shanghai Meicheng Technology Information Development Co., Ltd.	shopnfljersey.us	Invalid Contact Information	Email Sent to Registrar
11/9/2016	NameCheap, Inc.	rnbxclusive.us	Invalid Contact Information	Email Sent to Registrar
11/14/2016	eNom, Inc.	niggersr.us	Invalid Contact Information	Registrar Accepted
11/15/2016	eNom, Inc.	bhreg.us	Invalid Contact Information	Registrar Rejected
11/21/2016	eNom, Inc.	gucci--belts.us	Invalid Contact Information	Registrar Accepted
11/26/2016	Todaynic.com, Inc.	sunsolarproducts.us	Invalid Contact Information	Email Sent to Registrar
11/30/2016	GoDaddy.com, Inc.	guccionlinestore.us	Invalid Contact Information	Registrar Accepted
11/30/2016	NameCheap, Inc.	baranov.us	Nexus Violation	Email Sent to Registrar