



Registry Operator Monthly Report



October 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 October 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 12,111 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 annual .US Stakeholder Town Hall on October 26, 2016. The purpose of the public forum is to share information and statistics about the .US namespace; provide an update of the actions of the Stakeholder Council; and gather feedback from attendees on the future of .US. Neustar provided a presentation on the “State of Domain and .US” as well as the policy proposals currently being reviewed by the Stakeholder Council: a plan for allowing registrars to offer privacy services for .US to their customers; a plan for the release of premium names including one and two character domains; and a discussion for offering internationalized domain names (IDN) within .US. The presentations were followed by a lively question and answer discussion. The Town Hall had approximately 35 attendees from the US as well as international sites.

Marketing Update:

In October, we finalized and set up a .US branding and redemption program with nonprofit organization Code2040 who is working to create pathways to educational, professional, and entrepreneurial success in technology for underrepresented minorities with a specific focus on Blacks and Latino/as. As part of their Entrepreneurs in Residence program, all applicants will receive dedicated email outreach for .US domains. This program was promoted across all .US social channels as well as on Code2040-owned sites to encourage participation. Additional branding efforts included promotion of the .US Town Hall stakeholder meeting through targeted tweets and social posting on Facebook and Twitter as well as blog creation and posting to the .US website. We were also able to get press coverage for the Town Hall announcement via a blog posting on CircleID.

Other Updates

New registrations in October 2016 were 1,259% higher than October 2015. Names under management in October 2016 were 14.6% higher than October 2015. The renewal rate in August 2016 (most current data available due to 45 day grace period) was higher year over year at 71.9% vs. 63.8% in August 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%	99.933% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.981% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	99.997% < 15 mins
Update Frequency - Whois	15 min. for 95%	99.933% < 15 mins

Section 3: Monthly Transaction Statistics

Total Domains Under Management	2,018,002
Totals Nameservers Managed	461,211

Billable Transactions

Transaction Type	# of Transactions
Adds	412,378
Auto-Renews	6,221
Renews	58,339
Transfers	2,158
Deletions for Credit	5,642
Total	484,738

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

Command	# of Transactions
Check Contact	100,148
Create Contact	301,485
Delete Contact	2,638
Info Contact	2,202,503
Transfer Contact	0
Update Contact	202,160
Check Domain	51,619,777
Create Domain	31,161,357
Delete Domain	36,664
Info Domain	7,948,663
Renew Domain	54,501
Transfer Domain	0
Update Domain	1,391,295
Check Host	250,371
Create Host	379,714
Delete Host	6,007
Info Host	2,319,022
Update Host	1,344
Totals	97,977,649

Daily EPP Transaction	# of Transactions
Maximum Daily Transactions	11,201,865
Minimum Daily Transactions	280,214
Average Daily Transactions	3,160,569

Transaction Type	# of Transactions
Total Billable Transactions	484,738
Total number of Whois Queries	314,413,081
Total number of DNS Queries	31,183,734,839
Total EPP Transactions	97,977,649
Total Registry Transactions	31,596,610,307

Monthly Progress Report for October 2016

Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.neustar.us	
Page Views	13,533
Visits	6,674
Average Visit Length	85 Secs

Section 6: Accredited Registrar Status

Registrar Status	Count
Operational Registrars	158
Registrars in Ramp Up	2
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
10/1/2016	GoDaddy.com, Inc.	suretybond.us	Nexus Violation	Registrar Rejected
10/5/2016	united-domains AG	nord.us	Nexus Violation	Registrar Rejected
10/14/2016	Todaynic.com, Inc.	com-findback.us	Invalid Contact Information	Email Sent to Registrar
10/16/2016	Todaynic.com, Inc.	sunsolarproducts.us	Invalid Contact Information	Email Sent to Registrar
10/18/2016	NameCheap, Inc.	stalgrid.us	Invalid Contact Information	Email Sent to Registrar