.com
.net

Registry Operator's MONTHLY REPORT .COM/.NET

March 2010

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VeriSign Registry .Com/.Net Monthly Report – March 2010

As required by the ICANN/VeriSign Registry Agreements (Section 3.1(c)(iv)), this report provides an overview of VeriSign Registry activity through the end of the reporting month. The information is primarily presented in table and chart format with text explanations as deemed necessary. **The information is provided to satisfy requirements listed in Appendix 4 of the .com and .net Registry Agreements.** Pursuant to the agreements, "ICANN shall use reasonable commercial efforts to preserve the confidentiality of the information reported until three months after the end of the month to which the report relates".

Information is organized as follows:

1. Accredited Registrar Status (Appendix 4, Item 1)

Table 1 displays the current number and status of the ICANN accredited registrars. The registrars are grouped into three categories:

1. **Operational Registrars:** Those who have authorized access into the Shared Registration System (SRS) for processing domain name registrations.

2. **Registrars In The Ramp-Up Period:** Those who have received a password to access the Registry operational test and evaluation (OT&E) environment. The OT&E environment is provided to allow registrars to develop and test their systems with the SRS.

3. **Registrars In The Pre-Ramp-Up Period:** Those who have been sent a welcome letter from the VeriSign Registry but have not yet executed the Registry Registrar Agreements and/or have not yet submitted a completed Registrar Information Sheet. In most cases registrars are sent welcome letters via overnight express mail or e-mail on the same day accreditation notification is received from ICANN.

Table 1 – Accredited Registrar Status – March 2010

Status	# of COM Registrars	# of NET Registrars
Operational Registrars	878	876
Registrars In Ramp-Up Period	22	22
Registrars In Pre-Ramp-Up Period	42	42
Total	**942**	**940**

2. Service Level Agreement Performance (Appendix 4, Item 2)

Table 2.1 and **Table 2.2** compare Service Level Agreement (SLA) Requirements with Actual Performance for the reporting month. As required by the ICANN/VeriSign Registry Agreements (Section 3.1(d)(ii)), the VeriSign Registry is committed to provide service levels as specified in Appendix 7 of the .com and .net Registry Agreements and to comply with the requirements of the SLA in Appendix 10 of the .com and .net Registry Agreements. The SLAs are incorporated into the VeriSign Registry Registrar Agreements that are executed with all operational registrars.

Table 2.1 – .com Service Level Agreement Performance – March 2010

Metric	.com SLA Requirement	Actual Performance
Total planned outage	8 hours	0 hours 40 minutes
Unplanned outage	4 hours	0 hours 00 minutes
Major upgrade outage	12 Hours (Two Allowed Per Year)	0 hours 00 minutes – No major upgrade outage taken YTD
Check domain average	3 seconds	0.73 milliseconds
Add domain average	5 seconds	1.38 milliseconds
DNS Name Server Availability	100%	100%
SRS Availability (Monthly)	99.4%	99.91% (including planned and unplanned outages)

Table 2.2 – .net Service Level Agreement Performance – March 2010

Metric	.net SLA Requirement	Actual Performance
Service Availability		
SRS	99.99% Year	100% - (0 Minutes Unplanned Downtime YTD)
	30 Minutes/Month (Unplanned)	0 Minutes (Unplanned)
DNS Name Server	100% / Month	100%
Whois	100% / Month	100%
Planned Outage Duration		
SRS – Regular	45 Minutes / Month	0 Hours 40 Minutes
SRS - Extended	4 Hours (240 Minutes) / 1 Per Year	0 Hours 0 Minutes
SRS - Extended	8 Hours (480 Minutes) / 1 Every 3 Years	0 Minutes – None taken since June 2005
DNS Name Server	Not Allowed	0 Minutes
Whois	Not Allowed	0 Minutes
Planned Outage Timeframe		
SRS	0100 – 0900 UTC Sunday	0100 – 0140 UTC Sunday 3/28/2010
DNS Name Server	Not Allowed	Not Applicable
Whois	Not Allowed	Not Applicable
Planned Outage Notification		
SRS	30 Days General Maintenance	2/26/2010
	90 Days Updates and Upgrades	Not Applicable
DNS Name Server	Not Allowed	Not Applicable
Whois	Not Allowed	Not Applicable
Processing Time		
Check Domain Average	25 milliseconds for 95%	0.73 milliseconds
Add / Create Domain Average	50 milliseconds for 95%	1.38 milliseconds

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Metric	.net SLA Requirement	Actual Performance
Delete Domain Average	100 milliseconds for 95%	28.07 milliseconds
Modify / Update Domain Average	100 milliseconds for 95%	33.86 milliseconds
Whois Query	5 milliseconds for 95%	0.68 milliseconds
DNS Name Server Resolution	100 milliseconds for 95%	2.97 milliseconds
Update Frequency		
DNS Name Server	3 Minutes for 95%	21.9 seconds
Whois	3 Minutes for 95%	43.6 seconds

3. TLD Zone File Access Activity (Appendix 4, Item 3)

Table 3 summarizes the zone file access activity for the current reporting month. As required by the ICANN/VeriSign Registry Agreements (Section 3.1(c)(iii)), the VeriSign Registry provides third parties bulk access to the zone files for the .com and .net TLDs.

Table 3 – gTLD Zone File Access Activity – March 2010

	Number
Zone file access passwords previous month	911
New zone file access approvals reporting month	13
Total zone file access approvals end of reporting month	**924**

4. Completed System Software Releases (Appendix 4, Item 4)

Table 4 shows significant releases that have occurred in the last twelve (12) months, as well as other relevant information. The VeriSign Registry Shared Registration System (SRS) is continually being improved to better meet the needs of accredited registrars.

Table 4 – Completed Shared Registration System Releases

Release Name	Features	Complete Date
Core Release 7.7.3	Add Grace Period Consensus Policy Implementation (effective 31 March 2009)	19 Mar 2009
Core Release 7.10	Security Enhancement: AuthInfo Password Standard	15 Nov 2009
Athens	Registrar-Requested Reporting Enhancements	27 Mar 2010

5. Whois Service Activity (Appendix 4, Item 5)

Table 5 – Total Monthly "Whois" Queries (millions)

Mo / Yr	Total Queries	Peak	Avg/Day
Mar-09	6,699.4	250.4	216.1
Apr-09	6,347.6	232.4	211.6
May-09	5,638.3	202.4	181.9
Jun-09	5,388.3	206.3	179.6
Jul-09	5,359.4	188.0	172.9
Aug-09	4,864.3	189.2	156.9
Sep-09	5,208.7	184.2	173.6
Oct-09	4,923.0	228.0	158.8
Nov-09	5,356.5	196.4	178.5
Dec-09	5,501.1	224.5	177.5
Jan-10	5,485.8	213.3	177.0
Feb-10	4,864.3	189.2	173.7
Mar-10	5,502.6	193.6	177.5

6. Total Number of Transactions by Subcategory by Month (Appendix 4, Item 6)

Table 6.1 shows the number of domain name 'write' transactions in subcategories. The "Restore" and "No RGP Report" columns depict ACTUAL numbers where all other categories are shown in millions. **Table 6.2** shows the number of name server "write" transactions by subcategory.

Table 6.1 – Total Monthly <u>Domain Name Transactions</u> by Subcategory

| Mo/Yr | Total Write | In Millions | | | | | | Restore | No RGP Report* |
		Add	Delete	Modify	Renew	Trans	Check		
Mar-09	2,404.0	2,348.6	5.3	41.0	3.2	5.8	1,712.9	5,026	10
Apr-09	2,421.9	2,370.6	3.1	40.1	2.8	5.3	1,337.7	5,529	10
May-09	2,584.9	2,530.4	3.6	43.0	2.8	5.0	1,306.7	4,557	9
Jun-09	2,426.8	2,376.2	3.3	39.9	2.8	4.6	1,280.8	4,555	7
Jul-09	2,336.1	2,281.6	3.1	43.0	2.7	5.7	1,296.3	6,157	10
Aug-09	2,546.5	2,496.5	3.5	37.6	2.8	6.1	1,516.3	5,342	3
Sep-09	2,287.4	2,238.1	3.0	38.4	2.9	4.9	1,270.7	4,183	5
Oct-09	2,212.0	2,162.9	2.8	37.4	2.9	6.0	1,262.4	4,458	11
Nov-09	2,016.9	1,969.3	2.6	37.2	2.7	5.1	1,333.8	4,612	10

Mo/Yr	In Millions							Restore	No RGP Report*
	Total Write	Add	Delete	Modify	Renew	Trans	Check		
Dec-09	1,942.8	1,890.3	2.8	40.7	2.9	6.1	1,354.8	4,258	8
Jan-10	1,959.4	1,906.6	2.6	40.1	3.5	6.7	1,509.3	4,690	12
Feb-10	1,742.2	1,690.7	2.2	39.6	3.1	6.7	1,296.7	4,286	5
Mar-10	1,876.6	1,810.4	3.4	52.1	3.6	7.1	1,584.7	6,120	16

* NOTE: The number in the "No RGP Report" column is calculated by taking the difference between the number of restore commands and the number of restore reports received in the month. This number may vary slightly from the actual number of restores for which no report was received for a given month because of timing between when the restore command was issued and when the report was received.

Table 6.2 – Total Monthly <u>Name Server Write Transactions</u> by Subcategory (millions)

Mo/Yr	Total	Add	Delete	Modify
Mar-09	2.66	1.05	0.13	1.47
Apr-09	2.80	1.10	0.10	1.60
May-09	2.87	1.06	0.16	1.66
Jun-09	2.52	1.05	0.15	1.32
Jul-09	2.22	1.12	0.17	0.93
Aug-09	1.95	0.99	0.17	0.79
Sep-09	1.96	1.09	0.22	0.65
Oct-09	1.87	1.01	0.19	0.66
Nov-09	2.27	1.33	0.19	0.75
Dec-09	2.12	1.31	0.19	0.62
Jan-10	2.69	1.74	0.19	0.76
Feb-10	2.85	2.10	0.18	0.57
Mar-10	2.87	2.23	0.17	0.48

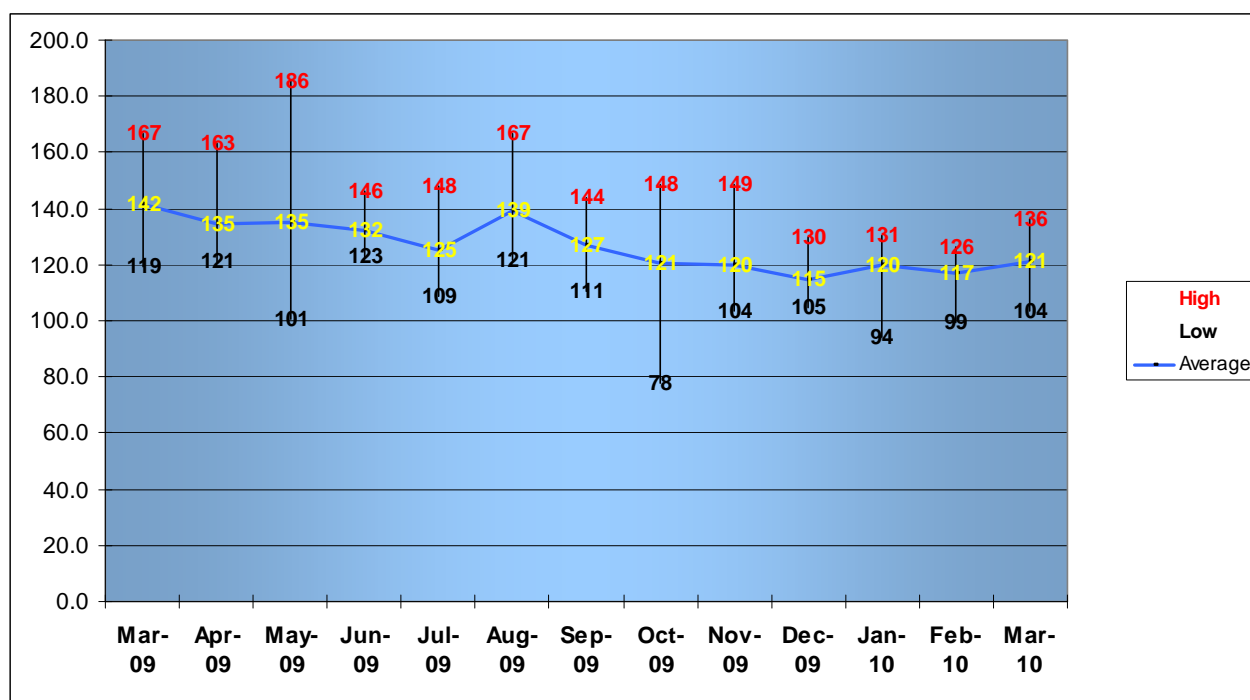## 7. Average Daily Transaction Range (millions) (Appendix 4, Item 7)

Figure 7 – Average Daily Transaction Range

8. Per-Registrar Activity Report (Appendix 4, Item 8)

The table below defines the fields that are included in the .COM and .NET Per-Registrar Activity Reports, which are provided monthly under separate cover.

Field Name	Notes
Registrar-name	Registrar's Full Corporate Name
IANA-ID	http://www.iana.org/assignments/registrar-ids
Total-domains	Total domains under sponsorship
Total-Nameservers	Total Nameservers Registered
Net-adds-1-yr	Domains successfully added (and not deleted within the add grace period
Net-adds-2-yr	Number of domains successfully registered with an initial term of two years
Net-adds-3-yr	Number of domains successfully registered with an initial term of three years
Net-adds-4-yr	Number of domains successfully registered with an initial term of four years
Net-adds-5-yr	Number of domains successfully registered with an initial term of five years

Field Name	Notes
Net-adds-6-yr	Number of domains successfully registered with an initial term of six years
Net-adds-7-yr	Number of domains successfully registered with an initial term of seven years
Net-adds-8-yr	Number of domains successfully registered with an initial term of eight years
Net-adds-9-yr	Number of domains successfully registered with an initial term of nine years
Net-adds-10-yr	Number of domains successfully registered with an initial term of ten years
Net-renews-1-yr	Domains renewed either automatically or by command (and not deleted with the renew grace period)
Net-renews-2-yr	Number of domains successfully renewed with a renewal period of two years
Net-renews-3-yr	Number of domains successfully renewed with a new renewal period of three years
Net-renews-4-yr	Number of domains successfully renewed with a new renewal period of four years
Net-renews-5-yr	Number of domains successfully renewed with a new renewal period of five years
Net-renews-6-yr	Number of domains successfully renewed with a new renewal period of six years
Net-renews-7-yr	Number of domains successfully renewed with a new renewal period of seven years
Net-renews-8-yr	Number of domains successfully renewed with a new renewal period of eight years
Net-renews-9-yr	Number of domains successfully renewed with a new renewal period of nine years
Net-renews-10-yr	Number of domains successfully renewed with a new renewal period of ten years
Transfer-gaining-successful	Transfers initiated by this registrar that were ack'd by the other registrar-either by command or automatically
Transfer-gaining-nacked	Transfers initiated by this registrar that were n'acked by the other registrar
Transfer-losing-successful	Transfers initiated by another registrar that this registrar ack'd-either by command or automatically
Transfer-losing-nacked	Transfers initiated by another registrar that this registrar n'acked
Transfer-disputed-won	Number of transfer disputes in which this registrar prevailed
Transfer-disputed-lost	Number of transfer disputes this registrar lost
Transfer-disputed-nodecision	Number of transfer disputes involving this registrar with a split or no decision
Deleted-domains-	Domains deleted within the add grace period

Field Name	Notes
grace	
Deleted-domains-nograce	Domains deleted outside the add grace period
Restored-domains	Domain names restored from redemption period
Restored-noreport	Total number of restored names for which the registrar failed to submit a restore report
AGP-exemption-requests*	Number of AGP policy exemption requests received during the reporting month against deletion activity occurring in the prior month
AGP-exemptions-granted*	Number of AGP policy exemption requests granted during the reporting month
AGP-exempted-domains*	Number of domain names included in AGP policy exemption requests granted during the reporting month

* Fields provided at ICANN's request pursuant to the Add Grace Period (AGP) Limits Policy Implementation Notes, not in accordance with the AGP (Add Grace Period) Limits Policy.