.com

Registry Operator's Monthly Report
.COM

August 2012

Prepared: September 13, 2012

VERISIGN™

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As required by the ICANN/Verisign .com Registry Agreement (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 Registry Agreement.** 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 – August 2012

Status	# of COM Registrars
Operational Registrars	954
Registrars In Ramp-Up Period	16
Registrars In Pre-Ramp-Up Period	43
Total	**1,013**

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

Table 2 compares Service Level Agreement (SLA) Requirements with Actual Performance for the reporting month. As required by the ICANN/Verisign .com Registry Agreement (Section 3.1(d)(ii)), the Verisign Registry is committed to provide service levels as specified in Appendix 7 of the .com Registry Agreement and to comply with the requirements of the SLA in Appendix 10 of the .com Registry Agreement. The SLAs are incorporated into the Verisign Registry Registrar Agreements that are executed with all operational registrars.

Table 2 – .com Service Level Agreement Performance – August 2012

Metric	.com SLA Requirement	Actual Performance
Total planned outage	8 hours	0 hours 22 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	1.35 milliseconds
Add domain average	5 seconds	1.14 milliseconds

Metric	.com SLA Requirement	Actual Performance
DNS Name Server Availability	100%	100%
SRS Availability (Monthly)	99.4%	99.95% (including planned and unplanned outages)

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 .com Registry Agreement (Section 3.1(c)(iii)), the Verisign Registry provides third parties bulk access to the zone files for the .com TLD.

Table 3 – TLD Zone File Access Activity[1] – August 2012

	Number
Total Zone File Access Passwords (End Of Previous Month)	635
New Zone File Access Passwords Issued During August	16
Zone File Access Passwords Deactivated In August	(131)
Total Zone File Access Passwords (End Of August)	520

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
Bern	Enable IPv6 Capability into .com Provisioning Test Environment	25 Feb 2012
Caracas	Enable IPv6 Capability into .com Provisioning Production Environment	24 Mar 2012
Gustavia	Database software upgrade	24 June 2012

5. Whois Service Activity[2] (Appendix 4, Item 5)

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

Mo/Yr	Total Queries	Peak	Avg/Day
Aug-11	4,282.2	151.3	138.1
Sep-11	4,390.8	166.7	146.4
Oct-11	4,838.6	174.8	156.1
Nov-11	5,344.6	232.2	178.2

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[1] *A recently completed username review resulted in the deactivation of zone file username(s) no longer in use*
[2] *Figures prior to December 2011 include both .com and .net data. December 2011 and later include only .com data.*

Mo/Yr	Total Queries	Peak	Avg/Day
Dec-11	5,280.2	197.2	170.3
Jan-12	4,903.3	195.9	158.2
Feb-12	5,273.3	199.6	181.8
Mar-12	5,739.2	222.2	185.1
Apr-12	5,890.7	221.7	196.4
May-12	7,273.7	272.2	234.6
Jun-12	6,636.6	235.7	221.2
Jul-12	6,697.7	240.2	216.1
Aug-12	6,834.0	239.6	220.5

6. Total Number of Transactions by Subcategory by Month[3] (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 Domain Name Transactions by Subcategory

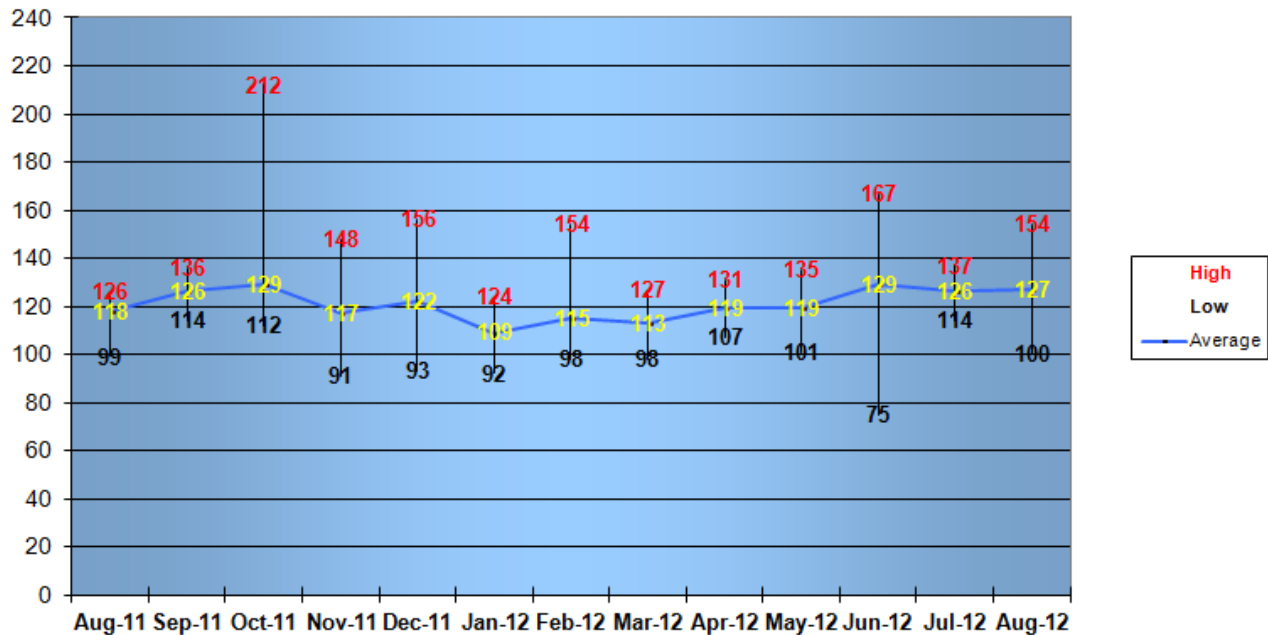| Mo/Yr	Total Write	Add	Delete	Modify	Renew	Trans	Check	Restore	No RGP Report[4]
		In Millions							
Aug-11	1,663.9	1,601.3	4.9	48.3	3.5	5.9	1,698.3	5,581	13
Sep-11	1,696.9	1,640.9	6.5	40.6	3.4	5.6	1,820.4	5,565	17
Oct-11	1,675.5	1,617.8	7.9	40.7	3.6	5.5	2,000.4	7,082	12
Nov-11	1,589.9	1,536.6	7.9	36.1	3.4	5.8	2,030.5	5,019	19
Dec-11	1,386.0	1,336.6	9.5	32.5	3.1	4.4	2,143.5	4,918	8
Jan-12	1,364.1	1,311.1	11.2	33.5	4.3	4.1	1,750.9	5,178	9
Feb-12	1,317.0	1,268.9	10.6	31.5	3.2	2.9	1,779.0	6,219	5
Mar-12	1,426.9	1,376.8	10.8	33.1	3.4	2.8	1,845.9	6,525	8
Apr-12	1,527.7	1,485.8	5.8	30.4	3.0	2.7	1,797.9	10,422	96
May-12	1,557.4	1,516.9	2.4	32.1	3.1	2.9	1,869.4	6,218	4
Jun-12	1,508.9	1,470.2	2.3	30.9	3.0	2.6	2,118.6	6,101	10
Jul-12	1,665.1	1,625.3	2.3	31.7	3.0	2.8	2,017.8	6,458	10
Aug-12	1,604.4	1,562.5	2.3	33.7	3.0	2.9	2,095.5	6,812	6

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[3] *Figures prior to December 2011 include both .com and .net data. December 2011 and later include only .com data.*
[4] *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[5]
(millions)

Mo/Yr	Total	Add	Delete	Modify
Aug-11	4.57	2.17	1.14	1.26
Sep-11	3.39	1.68	1.14	0.56
Oct-11	4.11	1.64	1.17	1.30
Nov-11	1.43	0.77	0.17	0.48
Dec-11	1.31	0.72	0.15	0.44
Jan-12	0.86	0.60	0.11	0.16
Feb-12	1.09	0.71	0.09	0.28
Mar-12	1.38	0.84	0.12	0.42
Apr-12	1.46	0.77	0.11	0.58
May-12	1.68	0.79	0.13	0.77
Jun-12	0.84	0.50	0.10	0.24
Jul-12	1.00	0.44	0.15	0.41
Aug-12	1.21	0.60	0.10	0.51

7. Average Daily Transaction Range[6] (millions) (Appendix 4, Item 7)

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

The table below defines the fields that are included in the .COM Per-Registrar Activity Report, which is 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 Name Servers 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
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-	Transfers initiated by another registrar that this registrar n'acked

Field Name	Notes
nacked	
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-grace	Domains deleted within the add grace period
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