# .com

# Registry Operator's Monthly Report

## August 2017

**Prepared: September 11, 2017**

**VERISIGN™**

**12061 Bluemont Way
Reston, VA 20190**

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

| Status | # of COM Registrars |
|---|---|
| Operational Registrars | 2870 |
| Registrars In Ramp-Up Period | 11 |
| Registrars In Pre-Ramp-Up Period | 8 |
| **Total** | **2889** |

## 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

| Metric | .com 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 22 minutes |
| SRS - Extended | 4 Hours (240 Minutes) / 1 Per Year | 0 hours 00 minutes- Last Outage Taken October 2016 |
| 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 - 0122 UTC Sunday 8/20/2017 |
| DNS Name Server | Not Allowed | Not Applicable |
| Whois | Not Allowed | Not Applicable |
| **Planned Outage Notification** | | |
| SRS | 30 Days General Maintenance | 7/20/2017 |
| | 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% | 0.33 milliseconds |
| Add / Create Domain Average | 50 milliseconds for 95% | 0.88 milliseconds |
| Delete Domain Average | 100 milliseconds for 95% | 18.99 milliseconds |
| Modify / Update Domain Average | 100 milliseconds for 95% | 17.19 milliseconds |
| Whois Query | 5 milliseconds for 95% | 1.36 milliseconds |
| DNS Name Server Resolution | 100 milliseconds for 95% | 0.70 milliseconds |
| **Update Frequency** | | |
| DNS Name Server | 3 Minutes for 95% | 15.78 seconds |
| Whois | 3 Minutes for 95% | 15.81 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 .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

|  | Number |
|---|---|
| Total Zone File Access Passwords (End Of Previous Month) | 2054 |
| New Zone File Access Passwords Issued | 32 |
| Total Zone File Access Passwords Disabled | 0 |
| Total Zone File Access Passwords (End Of Reporting Month) | 2086 |

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

**Table 4** shows significant release(s) that occurred during the reporting month, 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 |
|---|---|---|
| none | none | none |

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

**Table 5** shows the number of Whois queries during the reporting month separated by service.  The "Web-based Whois" column depicts ACTUAL numbers where all other categories are shown in millions.

#### Table 5 – Total "Whois" Queries

| In Millions | | |
|---|---|---|
| Total Queries | Whois Port-43 | Web-based Whois |
| 61,887.8 | 61,880.4 | 7,368,557 |

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

**Table 6.1** shows the number of domain name 'write' transactions in subcategories and the number of check transactions. The "Restore" column depicts ACTUAL numbers where all other categories are shown in millions. **Table 6.2** on the next page shows the number of name server "write" transactions by subcategory.

### Table 6.1 – Total Domain Name Transactions by Subcategory

| In Millions | | | | | | | Restore |
|---|---|---|---|---|---|---|---|
| Total Write | Add | Delete | Modify | Renew | Trans | Check | Restore |
| 2,829.9 | 2,784.7 | 2.7 | 37.8 | 3.7 | 1.1 | 2,612.2 | 11,711 |

### Table 6.2 – Total Name Server Write Transactions by Subcategory (millions)

| Total | Add | Delete | Modify |
|---|---|---|---|
| 1.13 | 0.87 | 0.08 | 0.18 |

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

### Table 7 – Daily Transaction Range (millions)

| Total Transactions | Daily Max | Daily Min | Daily Average |
|---|---|---|---|
| 5,767.0 | 212.8 | 135.9 | 186.0 |

## 7(B). Per-Registrar Activity Report (Appendix 4, Item 7B)

The table below defines the fields that are included in the .COM Per-Registrar Activity Report, which is provided under separate cover.

| Field Name | Notes |
|---|---|
| registrar-name | Registrar's Full Corporate Name As Registered with IANA |
| 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 | number of domains successfully registered with an initial term of one year (and not deleted within the add grace period) |
| net-adds-2-yr | Number of domains successfully registered with an initial term of two years (and not deleted within the add grace period) |
| net-adds-3-yr | Number of domains successfully registered with an initial term of three years (and not deleted within the add grace period) |

| Field Name | Notes |
|---|---|
| net-adds-4-yr | Number of domains successfully registered with an initial term of four years (and not deleted within the add grace period) |
| net-adds-5-yr | Number of domains successfully registered with an initial term of five years (and not deleted within the add grace period) |
| net-adds-6-yr | Number of domains successfully registered with an initial term of six years (and not deleted within the add grace period) |
| net-adds-7-yr | Number of domains successfully registered with an initial term of seven years (and not deleted within the add grace period) |
| net-adds-8-yr | Number of domains successfully registered with an initial term of eight years (and not deleted within the add grace period) |
| net-adds-9-yr | Number of domains successfully registered with an initial term of nine years (and not deleted within the add grace period) |
| net-adds-10-yr | Number of domains successfully registered with an initial term of ten years (and not deleted within the add grace period) |
| 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 (and not deleted with the renew grace period) |
| net-renews-3-yr | Number of domains successfully renewed with a new renewal period of three years (and not deleted with the renew grace period) |
| net-renews-4-yr | Number of domains successfully renewed with a new renewal period of four years (and not deleted with the renew grace period) |
| net-renews-5-yr | Number of domains successfully renewed with a new renewal period of five years (and not deleted with the renew grace period) |
| net-renews-6-yr | Number of domains successfully renewed with a new renewal period of six years (and not deleted with the renew grace period) |
| net-renews-7-yr | Number of domains successfully renewed with a new renewal period of seven years (and not deleted with the renew grace period) |
| net-renews-8-yr | Number of domains successfully renewed with a new renewal period of eight years (and not deleted with the renew grace period) |
| net-renews-9-yr | Number of domains successfully renewed with a new renewal period of nine years (and not deleted with the renew grace period) |
| net-renews-10-yr | Number of domains successfully renewed with a new renewal period of ten years (and not deleted with the renew grace period) |
| 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 |

| Field Name | Notes |
|---|---|
| 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 |
| attempted-adds | Number of attempted (successful and failed) domain name create commands |

## 7(C). Registry Functions Activity Report (Appendix 4, Item 7C)

The table below defines the fields that are included in the .COM Registry Functions Activity Report, which is provided under separate cover.

| Field Name | Notes |
|---|---|
| operational-registrars | number of operational registrars at the end of the reporting period |
| ramp-up-registrars | number of registrars that have received a password for access to OT&E at the end of the reporting period |
| pre-ramp-up-registrars | number of registrars that have requested access, but have not yet entered the ramp-up period at the end of the reporting period |
| zfa-passwords | number of active zone file access passwords at the end of the reporting period |
| whois-43-queries | number of WHOIS (port-43) queries responded during the reporting period |
| web-whois-queries | number of Web-based Whois queries responded during the reporting period, not including searchable Whois |
| searchable-whois-queries | number of searchable Whois queries responded during the reporting period, if offered |
| dns-udp-queries-received | number of DNS queries received over UDP transport during the reporting period |

| Field Name | Notes |
|---|---|
| dns-udp-queries-responded | number of DNS queries received over UDP transport that were responded during the reporting period |
| dns-tcp-queries-received | number of DNS queries received over TCP transport during the reporting period |
| dns-tcp-queries-responded | number of DNS queries received over TCP transport that were responded during the reporting period |
| srs-dom-check | number of SRS (EPP and any other interface) domain name "check" requests responded during the reporting period |
| srs-dom-create | number of SRS (EPP and any other interface) domain name "create" requests responded during the reporting period |
| srs-dom-delete | number of SRS (EPP and any other interface) domain name "delete" requests responded during the reporting period |
| srs-dom-info | number of SRS (EPP and any other interface) domain name "info" requests responded during the reporting period |
| srs-dom-renew | number of SRS (EPP and any other interface) domain name |
| srs-dom-rgp-restore-report | number of SRS (EPP and any other interface) domain name RGP "restore" requests delivering a restore report responded during the reporting period |
| srs-dom-rgp-restore-request | number of SRS (EPP and any other interface) domain name RGP "restore" requests responded during the reporting period |
| srs-dom-transfer-approve | number of SRS (EPP and any other interface) domain name "transfer" requests to approve transfers responded during the reporting period |
| srs-dom-transfer-cancel | number of SRS (EPP and any other interface) domain name "transfer" requests to cancel transfers responded during the reporting period |
| srs-dom-transfer-query | number of SRS (EPP and any other interface) domain name "transfer" requests to query about a transfer responded during the reporting period |
| srs-dom-transfer-reject | number of SRS (EPP and any other interface) domain name "transfer" requests to reject transfers responded during the reporting period |
| srs-dom-transfer-request | number of SRS (EPP and any other interface) domain name "transfer" requests to request transfers responded during the reporting period |
| srs-dom-update | number of SRS (EPP and any other interface) domain name "update" requests (not including RGP restore requests) responded during the reporting period |
| srs-host-check | number of SRS (EPP and any other interface) host "check" requests responded during the reporting period |
| srs-host-create | number of SRS (EPP and any other interface) host "create" requests responded during the reporting period |
| srs-host-delete | number of SRS (EPP and any other interface) host "delete" requests responded during the reporting period |
| srs-host-info | number of SRS (EPP and any other interface) host "info" requests responded during the reporting period |
| srs-host-update | number of SRS (EPP and any other interface) host "update" requests responded during the reporting period |

| Field Name | Notes |
|---|---|
| srs-cont-check | number of SRS (EPP and any other interface) contact "check" requests responded during the reporting period |
| srs-cont-create | number of SRS (EPP and any other interface) contact "create" requests responded during the reporting period |
| srs-cont-delete | number of SRS (EPP and any other interface) contact "delete" requests responded during the reporting period |
| srs-cont-info | number of SRS (EPP and any other interface) contact "info" requests responded during the reporting period |
| srs-cont-transfer-approve | number of SRS (EPP and any other interface) contact "transfer" requests to approve transfers responded during the reporting period |
| srs-cont-transfer-cancel | number of SRS (EPP and any other interface) contact "transfer" requests to cancel transfers responded during the reporting period |
| srs-cont-transfer-query | number of SRS (EPP and any other interface) contact "transfer" requests to query about a transfer responded during the reporting period |
| srs-cont-transfer-reject | number of SRS (EPP and any other interface) contact "transfer" requests to reject transfers responded during the reporting period |
| srs-cont-transfer-request | number of SRS (EPP and any other interface) contact "transfer" requests to request transfers responded during the reporting period |
| srs-cont-update | number of SRS (EPP and any other interface) contact "update" requests responded during the reporting period |