.com

Registry Operator's Monthly Report

April 2018

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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

Status	# of COM Registrars
Operational Registrars	2436
Registrars In Ramp-Up Period	6
Registrars In Pre-Ramp-Up Period	7
Total	**2449**

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 28 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 - 0128 UTC Sunday 4/22/2018
DNS Name Server	Not Allowed	Not Applicable
Whois	Not Allowed	Not Applicable
Planned Outage Notification		
SRS	30 Days General Maintenance	3/22/2018
	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%	0.38 milliseconds
Add / Create Domain Average	50 milliseconds for 95%	0.88 milliseconds
Delete Domain Average	100 milliseconds for 95%	19.95 milliseconds
Modify / Update Domain Average	100 milliseconds for 95%	17.34 milliseconds
Whois Query	5 milliseconds for 95%	1.28 milliseconds
DNS Name Server Resolution	100 milliseconds for 95%	1.15 milliseconds
Update Frequency		
DNS Name Server	3 Minutes for 95%	15.88 seconds
Whois	3 Minutes for 95%	16.01 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)	1206
New Zone File Access Passwords Issued	17
Total Zone File Access Passwords Disabled	8
Total Zone File Access Passwords (End Of Reporting Month)	1215

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
52,818.0	52,817.4	596,935

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	
2,611.3	2,562.0	3.1	40.8	4.2	1.2	2,222.4	75,997

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

Total	Add	Delete	Modify
1.85	1.61	0.10	0.15

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

Table 7 – Daily Transaction Range (millions)

Total Transactions	Daily Max	Daily Min	Daily Average
5,193.1	210.1	125.0	173.1

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