



# Registry Operator's Monthly Report .COM

**October 2012**

Prepared: November 9, 2012



**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) .....                                   | 3 |
|    | Table 1 – Accredited Registrar Status – October 2012.....                                | 3 |
| 2. | Service Level Agreement Performance (Appendix 4, Item 2) .....                           | 3 |
|    | Table 2 – .com Service Level Agreement Performance – October 2012 .....                  | 3 |
| 3. | TLD Zone File Access Activity (Appendix 4, Item 3).....                                  | 4 |
|    | Table 3 – TLD Zone File Access Activity – October 2012 .....                             | 4 |
| 4. | Completed System Software Releases (Appendix 4, Item 4).....                             | 4 |
|    | Table 4 – Completed Shared Registration System Releases .....                            | 4 |
| 5. | Whois Service Activity (Appendix 4, Item 5) .....  | 4 |
|    | Table 5 – Total Monthly “Whois” Queries (millions).....                                  | 4 |
| 6. | Total Number of Transactions by Subcategory by Month (Appendix 4, Item 6) .....          | 5 |
|    | Table 6.1 – Total Monthly Domain Name Transactions by Subcategory .....                  | 5 |
|    | Table 6.2 – Total Monthly Name Server Write Transactions by Subcategory (millions) ..... | 6 |
| 7. | Average Daily Transaction Range (millions) (Appendix 4, Item 7) .....                    | 6 |
| 8. | Per-Registrar Activity Report (Appendix 4, Item 8) .....                                 | 7 |

## 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 – October 2012**

| Status                           | # of COM Registrars |
|----------------------------------|---------------------|
| Operational Registrars           | 960                 |
| Registrars In Ramp-Up Period     | 23                  |
| Registrars In Pre-Ramp-Up Period | 37                  |
| <b>Total</b>                     | <b>1,020</b>        |

## 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 – October 2012**

| Metric               | .com SLA Requirement            | Actual Performance                                     |
|----------------------|---------------------------------|--|
| Total planned outage | 8 hours                         | 0 hours 27 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                       | 1.36 milliseconds                                      |
| Add domain average   | 5 seconds                       | 1.17 milliseconds                                      |

| Metric                       | .com SLA Requirement | Actual Performance                                  |
|------------------------------|----------------------|---|
| DNS Name Server Availability | 100%                 | 100%  |
| SRS Availability (Monthly)   | 99.4%                | 99.94%<br>(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 – October 2012**

|  | Number |
|--|--------|
| Total Zone File Access Passwords (End Of Previous Month) | 533    |
| New Zone File Access Passwords Issued During October     | 8      |
| Total Zone File Access Passwords (End Of October)        | 541    |

### 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<sup>1</sup> (Appendix 4, Item 5)

**Table 5 – Total Monthly “Whois” Queries (millions)**

| Mo/Yr  | Total Queries | Peak  | Avg/Day |
|--------|---------------|-------|---------|
| Oct-11 | 4,838.6       | 174.8 | 156.1   |
| Nov-11 | 5,344.6       | 232.2 | 178.2   |
| 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   |

<sup>1</sup> 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 |
|--------|---------------|-------|---------|
| 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   |
| Sep-12 | 6,894.1       | 335.3 | 229.8   |
| Oct-12 | 7,018.3       | 276.0 | 226.4   |

## 6. Total Number of Transactions by Subcategory by Month<sup>2</sup> (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  | In Millions |         |        |        |       |       |         | Restore | No RGP Report <sup>3</sup> |
|--------|-------------|---------|--------|--------|-------|-------|---------|---------|----------------------------|
|        | Total Write | Add     | Delete | Modify | Renew | Trans | Check   |         |                            |
| 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                          |
| Sep-12 | 1,575.8     | 1,535.2 | 2.3    | 32.5   | 3.0   | 2.8   | 1,866.3 | 6,062   | 13                         |
| Oct-12 | 1,698.3     | 1,653.1 | 7.8    | 31.6   | 3.4   | 2.5   | 2,121.3 | 7,537   | 20                         |

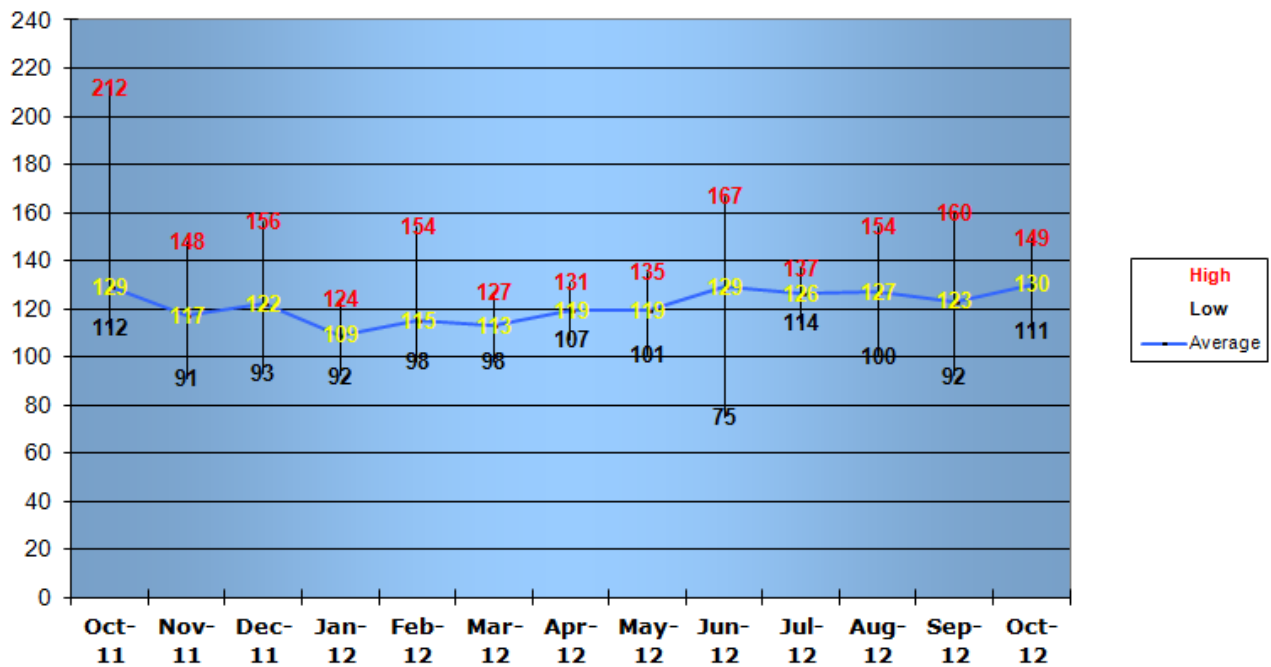
<sup>2</sup> Figures prior to December 2011 include both .com and .net data. December 2011 and later include only .com data.

<sup>3</sup> 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 Name Server Write Transactions by Subcategory<sup>4</sup>  
(millions)**

| Mo/Yr  | Total | Add  | Delete | Modify |
|--------|-------|------|--------|--------|
| 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   |
| Sep-12 | 1.12  | 0.48 | 0.10   | 0.53   |
| Oct-12 | 1.09  | 0.49 | 0.12   | 0.48   |

**7. Average Daily Transaction Range<sup>5</sup> (millions) (Appendix 4, Item 7)**



<sup>4</sup> Figures prior to December 2011 include both .com and .net data. December 2011 and later include only .com data.

<sup>5</sup> Figures prior to November 2011 include both .com and .net data. November 2011 and later include only .com data.

## 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                     | <a href="http://www.iana.org/assignments/registrar-ids">http://www.iana.org/assignments/registrar-ids</a>       |
| 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                                |