



Registry Operator's Monthly Report

April 2021

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As required by the .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 4A of the .com Registry Agreement.** In accordance with Appendix 4A, "ICANN will use reasonable commercial efforts to preserve the confidentiality of the information reported until three (3) months after the end of the month to which the reports relate."

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1. Service Level Agreement Performance Report (Appendix 4A, Item 1)

Table 1 compares Service Level Agreement (SLA) Requirements with actual performance measures for the reporting month. In accordance with Section 3.1(d)(ii) of the .com Registry Agreement, the performance specifications for the operation of the .com TLD are set forth in in Appendix 7 of the .com Registry Agreement.

Table 1 – .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 12 minutes |
| SRS - Extended | 4 Hours (240 Minutes) / 1 Per Year | 0 hours 00 minutes - Last Outage Taken October 2020 |
| 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 – 0112 UTC Sunday 04/25/2021 |
| DNS Name Server | Not Allowed | Not Applicable |
| Whois | Not Allowed | Not Applicable |
| Planned Outage Notification | | |
| SRS | 30 Days General Maintenance | 3/25/2021 |
| | 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% | 0.62 milliseconds |
| Add / Create Domain Average | 50 milliseconds for 95% | 0.78 milliseconds |
| Delete Domain Average | 100 milliseconds for 95% | 14.05 milliseconds |
| Modify / Update Domain Average | 100 milliseconds for 95% | 12.15 milliseconds |
| Whois Query | 5 milliseconds for 95% | 0.96 milliseconds |

| Metric | .com SLA Requirement | Actual Performance |
|----------------------------|--------------------------|--------------------|
| DNS Name Server Resolution | 100 milliseconds for 95% | 1.14 milliseconds |
| Update Frequency | | |
| DNS Name Server | 3 Minutes for 95% | 16.53 seconds |
| Whois | 3 Minutes for 95% | 16.45 seconds |

2. Per-Registrar Transactions Report (Appendix 4A, Item 2)

The table below defines the fields that are included in the .COM Per-Registrar Transactions Report, which is provided in accordance with Appendix 4A.

| Field # | Field Name | Description |
|---------|-------------------|---|
| 01 | registrar-name | Registrar's full corporate name as registered with IANA |
| 02 | iana-id | For cases where the registry operator acts as registrar (i.e., without the use of an ICANN accredited registrar) either 9998 or 9999 should be used depending on registration type, otherwise the sponsoring Registrar IANA id should be used as specified in http://www.iana.org/assignments/registrar-ids |
| 03 | total-domains | total domains under sponsorship in any EPP status but pendingCreate that have not been purged |
| 04 | total-nameservers | total name servers (either host objects or name server hosts as domain name attributes) associated with domain names registered for the TLD in any EPP status but pendingCreate that have not been purged |
| 05 | net-adds-1-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of one (1) year (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 06 | net-adds-2-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of two (2) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 07 | net-adds-3-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of three (3) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 08 | net-adds-4-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial |

| Field # | Field Name | Description |
|---------|-----------------|--|
| | | term of four (4) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 09 | net-adds-5-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of five (5) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 10 | net-adds-6-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of six (6) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 11 | net-adds-7-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of seven (7) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 12 | net-adds-8-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of eight (8) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 13 | net-adds-9-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of nine (9) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 14 | net-adds-10-yr | number of domains successfully registered (i.e., not in EPP pendingCreate status) with an initial term of ten (10) years (and not deleted within the add grace period). A transaction must be reported in the month the add grace period ends. |
| 15 | net-renews-1-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of one (1) year (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 16 | net-renews-2-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a renewal period of two (2) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |

| Field # | Field Name | Description |
|----------------|-------------------|---|
| 17 | net-renews-3-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of three (3) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 18 | net-renews-4-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of four (4) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 19 | net-renews-5-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of five (5) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 20 | net-renews-6-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of six (6) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 21 | net-renews-7-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of seven (7) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 22 | net-renews-8-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of eight (8) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 23 | net-renews-9-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of nine (9) years (and not deleted within the renew or auto-renew grace period). A |

| Field # | Field Name | Description |
|---------|------------------------------|--|
| | | transaction must be reported in the month the renew or auto-renew grace period ends. |
| 24 | net-renews-10-yr | number of domains successfully renewed (i.e., not in EPP pendingRenew status) either automatically or by command with a new renewal period of ten (10) years (and not deleted within the renew or auto-renew grace period). A transaction must be reported in the month the renew or auto-renew grace period ends. |
| 25 | transfer-gaining-successful | number of domain transfers initiated by this registrar that were successfully completed (either explicitly or automatically approved) and not deleted within the transfer grace period. A transaction must be reported in the month the transfer grace period ends. |
| 26 | transfer-gaining-nacked | number of domain transfers initiated by this registrar that were rejected (e.g., EPP transfer op="reject") by the other registrar |
| 27 | transfer-losing-successful | number of domain transfers initiated by another registrar that were successfully completed (either explicitly or automatically approved) |
| 28 | transfer-losing-nacked | number of domain transfers initiated by another registrar that this registrar rejected (e.g., EPP transfer op="reject") |
| 29 | transfer-disputed-won | number of transfer disputes in which this registrar prevailed (reported in the month where the determination happened) |
| 30 | transfer-disputed-lost | number of transfer disputes this registrar lost (reported in the month where the determination happened) |
| 31 | transfer-disputed-nodecision | number of transfer disputes involving this registrar with a split or no decision (reported in the month where the determination happened) |
| 32 | deleted-domains-grace | domains deleted within the add grace period (does not include names deleted while in EPP pendingCreate status). A deletion must be reported in the month the name is purged. |
| 33 | deleted-domains-nograce | domains deleted outside the add grace period (does not include names deleted while in EPP pendingCreate status). A deletion must be reported in the month the name is purged. |
| 34 | restored-domains | domain names restored during reporting period |
| 35 | restored-noreport | total number of restored names for which a restore report is required by the registry, but the registrar failed to submit it |
| 36 | agp-exemption-requests | total number of AGP (add grace period) exemption requests |

| Field # | Field Name | Description |
|---------|------------------------------|--|
| 37 | agp-exemptions-granted | total number of AGP (add grace period) exemption requests granted |
| 38 | agp-exempted-domains | total number of names affected by granted AGP (add grace period) exemption requests |
| 39 | attempted-adds | number of attempted (both successful and failed) domain name create commands |
| 40 | consolidate-transaction-days | total number of days added to the expiration date of all domain names via consolidate/sync transactions. The number of days of a consolidate/sync transaction must be reported here in the month the transaction took place. |
| 41 | consolidate-transactions | total number of consolidate/sync transactions. A transaction must be reported in the month the transaction took place. |

3. Registry Functions Activity Report (Appendix 4A, Item 3)

The table below defines the fields that are included in the .COM Registry Functions Activity Report, which is provided in accordance with Appendix 4A.

| Field # | Field Name | Description |
|---------|---------------------------|---|
| 01 | operational-registrars | number of operational registrars at the end of the reporting period |
| 02 | zfa-passwords | number of active zone file access passwords at the end of the reporting period; "CZDS" may be used instead of the number of active zone file access passwords, if the Centralized Zone Data Service (CZDS) is used to provide the zone file to the end user |
| 03 | whois-43-queries | number of WHOIS (port-43) queries responded during the reporting period |
| 04 | web-whois-queries | number of Web-based Whois queries responded during the reporting period, not including searchable Whois |
| 05 | searchable-whois-queries | number of searchable Whois queries responded during the reporting period, if offered |
| 06 | dns-udp-queries-received | number of DNS queries received over UDP transport during the reporting period |
| 07 | dns-udp-queries-responded | number of DNS queries received over UDP transport that were responded during the reporting period |
| 08 | dns-tcp-queries-received | number of DNS queries received over TCP transport during the reporting period |
| 09 | dns-tcp-queries-responded | number of DNS queries received over TCP transport that were responded during the reporting period |

| Field # | Field Name | Description |
|---------|-----------------------------|--|
| 10 | srs-dom-check | number of SRS (EPP and any other interface) domain name "check" requests responded during the reporting period |
| 11 | srs-dom-create | number of SRS (EPP and any other interface) domain name "create" requests responded during the reporting period |
| 12 | srs-dom-delete | number of SRS (EPP and any other interface) domain name "delete" requests responded during the reporting period |
| 13 | srs-dom-info | number of SRS (EPP and any other interface) domain name "info" requests responded during the reporting period |
| 14 | srs-dom-renew | number of SRS (EPP and any other interface) domain name "renew" requests responded during the reporting period |
| 15 | 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 |
| 16 | srs-dom-rgp-restore-request | number of SRS (EPP and any other interface) domain name RGP "restore" requests responded during the reporting period |
| 17 | srs-dom-transfer-approve | number of SRS (EPP and any other interface) domain name "transfer" requests to approve transfers responded during the reporting period |
| 18 | srs-dom-transfer-cancel | number of SRS (EPP and any other interface) domain name "transfer" requests to cancel transfers responded during the reporting period |
| 19 | 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 |
| 20 | srs-dom-transfer-reject | number of SRS (EPP and any other interface) domain name "transfer" requests to reject transfers responded during the reporting period |
| 21 | srs-dom-transfer-request | number of SRS (EPP and any other interface) domain name "transfer" requests to request transfers responded during the reporting period |
| 22 | 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 |
| 23 | srs-host-check | number of SRS (EPP and any other interface) host "check" requests responded during the reporting period |
| 24 | srs-host-create | number of SRS (EPP and any other interface) host "create" requests responded during the reporting period |

| Field # | Field Name | Description |
|---------|---------------------------|---|
| 25 | srs-host-delete | number of SRS (EPP and any other interface) host "delete" requests responded during the reporting period |
| 26 | srs-host-info | number of SRS (EPP and any other interface) host "info" requests responded during the reporting period |
| 27 | srs-host-update | number of SRS (EPP and any other interface) host "update" requests responded during the reporting period |
| 28 | srs-cont-check | number of SRS (EPP and any other interface) contact "check" requests responded during the reporting period |
| 29 | srs-cont-create | number of SRS (EPP and any other interface) contact "create" requests responded during the reporting period |
| 30 | srs-cont-delete | number of SRS (EPP and any other interface) contact "delete" requests responded during the reporting period |
| 31 | srs-cont-info | number of SRS (EPP and any other interface) contact "info" requests responded during the reporting period |
| 32 | srs-cont-transfer-approve | number of SRS (EPP and any other interface) contact "transfer" requests to approve transfers responded during the reporting period |
| 33 | srs-cont-transfer-cancel | number of SRS (EPP and any other interface) contact "transfer" requests to cancel transfers responded during the reporting period |
| 34 | 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 |
| 35 | srs-cont-transfer-reject | number of SRS (EPP and any other interface) contact "transfer" requests to reject transfers responded during the reporting period |
| 36 | srs-cont-transfer-request | number of SRS (EPP and any other interface) contact "transfer" requests to request transfers responded during the reporting period |
| 37 | srs-cont-update | number of SRS (EPP and any other interface) contact "update" requests responded during the reporting period |