



REGISTRY OPERATOR'S REPORT

May 2014

Registry Services Corporation Monthly Operator Report – May 2014

As required by the ICANN/Registry Services Corporation Registry Agreement (Section 3.1(c)(iv)) this report provides an overview of Registry Services Corporation activity through the end of the reporting month. The information is primarily presented in table and chart format with text explanations as deemed necessary. Information is provided in order as listed in Appendix 4 of the Registry Agreement.

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Section 1 – Accredited Registrar Status – May 2014

The following table 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 the Registry Services Corporation 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 Registry Services Corporation, but have not yet executed the Registry Confidentiality Agreement and/or have not yet submitted a completed Registrar Information Sheet.

May 2014

| Status | No. of Registrars |
|----------------------------------|-------------------|
| Operational Registrars | 62 |
| Registrars In Ramp-Up Period | 9 |
| Registrars in Pre-Ramp-Up Period | 0 |
| Total | 71 |

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Section 2 – Service Level Agreement Performance – May 2014

The following table compares the SLA requirements with Actual Performance for the reporting month. As required by the ICANN/Registry Services Corporation Agreement, Registry Services Corporation is committed to provide service levels as outlined in Appendix 7 of the agreement and to comply with the requirements of the SLA Appendix 10 of the agreement. The SLA is incorporated into the Registry Services Corporation Registry Registrar Agreement that is executed with all operational registrars.

| Component/Service | Availability | | Performance | |
|---|---|--------------|---------------------|------------------------|
| | Required | Actual | Required | Actual |
| DNS | | | | |
| AXFR/IXFR Updates | Unplanned 300 minutes Planned 480 minutes ⁽¹⁾ | None None | < 5 minutes | 100% < 5 minutes |
| Resolution of .info domains, each name-server | Unplanned 20 seconds Planned 480 minutes ⁽¹⁾ | None None | < 300 milliseconds | 13 milliseconds (Avg.) |
| WHOIS | | | | |
| Singular query/response | Unplanned 240 minutes Planned 480 minutes ⁽¹⁾ | None None | < 800 milliseconds | 10 milliseconds (Avg.) |
| BILLING | | | | |
| Account balance check/modify | Unplanned 240 minutes Planned 480 minutes ⁽¹⁾ | None None | N/A | N/A |
| Manual balance adjust | Unplanned 300 minutes Planned 480 minutes | None None | N/A | N/A |
| ADMIN | | | | |
| Update Registrar profile | Unplanned 300 minutes Planned 480 minutes ⁽¹⁾ | None None | N/A | N/A |
| Update Registrar status | Unplanned 300 minutes Planned 480 minutes ⁽¹⁾ | None None | N/A | N/A |
| PROTOCOL INTERFACE | | | | |
| Write Operations | Unplanned 240 minutes Planned 480 minutes ⁽¹⁾ | None None | < 800 milliseconds | 20 milliseconds (Avg.) |
| Transfer | Unplanned 240 minutes Planned 480 minutes ⁽¹⁾ | None None | < 1600 milliseconds | 6 milliseconds (Avg.) |
| Query Operations | Unplanned 240 minutes Planned 480 minutes ⁽¹⁾ | None None | < 400 milliseconds | 5 milliseconds (Avg.) |

(1) No more than 240 minutes per week. In addition, each minute of Unplanned Outage Time subtracts from the available Monthly Planned outage Time up to four (4) hours.

Section 2 – Service Level Agreement Performance – Continued

| Service Attribute | Required | Actual |
|---|--------------------------|-------------------|
| DNS service availability from any nameserver (i.e., at least one nameserver available), minimum | 99.999% | 100% |
| DNS service availability from each nameserver, minimum | 99.93% | 100% |
| DNS query response rate for all nameservers combined, minimum absolute | Minimum 10,000/sec | > 10,000/sec |
| DNS query response rate for each nameserver, minimum | 300% * | Meets requirement |
| Cross-network nameserver round-trip time, maximum | 300 ms | 13 ms |
| Cross-network nameserver packet loss, maximum | < 10% | < 10% |
| DNS update interval, maximum | 15 minutes | 100% < 5 minutes |
| SRS service availability, minimum | 99.45% | 100% |
| SRS processing time, maximum for query operations | 400 ms | 5 ms |
| SRS processing time, maximum for write operations | 800 ms | 20 ms |
| SRS service planned outage duration, maximum | 8 hrs/month ** | None |
| SRS service planned outage timeframe | 13:00-23:00 UTC Saturday | None |
| SRS service planned outage notification, minimum | 7 days | None |
| SRS service extended planned outage duration, maximum | 8 hrs/month ** | None |
| SRS service extended planned outage timeframe | 13:00-23:00 UTC Saturday | None |
| SRS service extended planned outage notification, minimum | 7 days | None |
| Whois service availability, minimum | 99.45% | 100% |
| Whois query processing time, maximum | 800 ms | 10 ms |
| Whois update interval, maximum | 15 minutes | 100% < 15 minutes |
| Whois service planned outage duration, maximum | 8 hrs/month ** | None |
| Whois service planned outage timeframe | 13:00-23:00 UTC Saturday | None |
| Whois service planned outage notification, minimum | 7 days | None |

* see RFC 2780, sec. 2.3

** includes Whois and SRS

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Section 3 – PRO Zone File Access Activity – May 2014

The following table summarizes the zone file access activity for the current reporting month. As required by the ICANN/Registry Services Corporation Agreement, Registry Services Corporation provides third parties bulk access to the zone file for the .PRO TLD.

| | | |
|--|--------|-----|
| Zone file access passwords at the end of the previous month | Apr-14 | 138 |
| New zone file access passwords | | 1 |
| Total zone file access approvals at the end of the reporting month | May-14 | 139 |

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Section 4 – Completed SRS/System Software Releases

As required by the ICANN/Registry Services Corporation Registry Agreement, The following table shows significant releases that have occurred during the month (it excludes software released only to fix a bug). The Registry Services Corporation Shared Registration System (SRS) is continually being improved to better meet the needs of accredited registrars.

| Release Name | Features | Target Date | Complete Date |
|--------------------|----------|-------------|---------------|
| (None in May 2014) | | | |

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Section 5 – Whois Service Activity

The total monthly “Whois” queries are shown below (In Thousands)

| Month | Total | Peak | Average |
|--------|---------|-------|---------|
| May-14 | 2,674.5 | 112.9 | 86.3 |

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Section 6 – Total Number of Transactions by Subcategory by Month

In compliance with Section-6 of Appendix 4 to the ICANN/Registry Services Corporation Registry Agreement, the tables that follow present the number of transactions for the current month for each transaction subcategories.

6a – Total Monthly Domain Name Transactions by Subcategory (In Thousands)

| Total | Add | Deletes | | | | Renew | Transfer | Check | Restores |
|---------|-----|------------------|-----|----------|--------|-------|----------|---------|----------|
| | | Add Grace Period | RGP | Failures | Modify | | | | |
| 8,005.7 | 4.5 | 0.0 | 3.7 | 0.2 | 72.2 | 12.2 | 0.4 | 7,912.5 | 0.0 |

6b – Total Monthly Domain Name Transaction Failures by Subcategory (In Thousands)

| Total | Add | Delete | Modify | Renew | Transfer | Check | Restores |
|-------|-----|--------|--------|-------|----------|-------|----------|
| 39.1 | 1.9 | 0.2 | 21.6 | 3.8 | 0.2 | 11.4 | 0.0 |

6c – Total Monthly Name Server Transactions by Subcategory (In Thousands).

| Total | Add | Delete | Modify | Renew | Transfer | Check | Restores |
|-------|------|--------|--------|----------------|----------------|-------|----------------|
| 231.3 | 14.8 | 0.4 | 0.1 | Not Applicable | Not Applicable | 216.0 | Not Applicable |

6d – Total Monthly Name Server Transaction Failures by Subcategory (In Thousands)

| Total | Add | Delete | Modify | Renew | Transfer | Check | Restores |
|-------|-----|--------|--------|----------------|----------------|-------|----------------|
| 0.1 | 0.1 | 0.0 | 0.0 | Not Applicable | Not Applicable | 0.0 | Not Applicable |

6e – Total Monthly Contact Information Transactions by Subcategory (In Thousands)

| Total | Add | Delete | Modify | Renew | Transfer | Check | Restores |
|-------|------|--------|--------|----------------|----------|-------|----------------|
| 189.3 | 31.7 | 17.8 | 72.3 | Not Applicable | 0.0 | 67.5 | Not Applicable |

6f – Total Monthly Contact Information Transaction Failures by Subcategory (In Thousands).

| Total | Add | Delete | Modify | Renew | Transfer | Check | Restores |
|-------|-----|--------|--------|----------------|----------|-------|----------------|
| 2.5 | 2.4 | 0.0 | 0.1 | Not Applicable | 0.0 | 0.0 | Not Applicable |

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Section 7 – Average Daily Transaction Range

The range of transaction volume is shown for each month along with the average daily transaction volume.

Average Daily Transaction Range (In Thousands)

