Registry Operator's MONTHLY REPORT .COM/.NET

February 2009

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VeriSign Registry Monthly Report – February 2009

As required by the ICANN/VeriSign Registry Agreements (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 and .net Registry Agreements.** 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 – February 2009

Status	# of COM Registrars	# of NET Registrars
Operational Registrars	885	883
Registrars In Ramp-Up Period	23	23
Registrars In Pre-Ramp-Up Period	39	39
Total	**947**	**945**

2. Service Level Agreement Performance (Appendix 4, Item 2)

Table 2.1 and **Table 2.2** compare Service Level Agreement (SLA) Requirements with Actual Performance for the reporting month. As required by the ICANN/VeriSign Registry Agreements (Section 3.1(d)(ii)), the VeriSign Registry is committed to provide service levels as specified in Appendix 7 of the .com and .net Registry Agreements and to comply with the requirements of the SLA in Appendix 10 of the .com and .net Registry Agreements. The SLAs are incorporated into the VeriSign Registry Registrar Agreements that are executed with all operational registrars.

Table 2.1 – .com Service Level Agreement Performance – February 2009

Metric	.com SLA Requirement	Actual Performance
Total planned outage	8 hours	**0 hours 33 minutes**
Unplanned outage	4 hours	**0 hours 00 minutes**
Major upgrade outage	12 Hours (Two Allowed Per Year)	**0 hours 00 minutes – No major outage taken YTD 2009**
Check domain average	3 seconds	**0.70 milliseconds**
Add domain average	5 seconds	**1.49 milliseconds**
DNS Name Server Availability	100%	**100%**
SRS Availability (Monthly)	99.4%	**99.92%**

Table 2.2 – .net Service Level Agreement Performance – February 2009

Metric	.net SLA Requirement	Actual Performance
Service Availability		
SRS	99.99% Year (52.7 Minutes 2009 Unplanned Downtime)	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	33 Minutes
SRS - Extended	4 Hours (240 Minutes) / 1 Per Year	0 Minutes
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	0100-0133 UTC Sunday February 22, 2009
DNS Name Server	Not Allowed	Not Applicable
Whois	Not Allowed	Not Applicable
Planned Outage Notification		
SRS	30 Days General Maintenance	1/21/2009
	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%	0.70 milliseconds
Add / Create Domain Average	50 milliseconds for 95%	1.49 milliseconds
Delete Domain Average	100 milliseconds for 95%	43.62 milliseconds

Metric	.net SLA Requirement	Actual Performance
Modify / Update Domain Average	100 milliseconds for 95%	37.60 milliseconds
Whois Query	5 milliseconds for 95%	0.428 milliseconds
DNS Name Server Resolution	100 milliseconds for 95%	5.180 milliseconds
Update Frequency		
DNS Name Server	3 Minutes for 95%	9.1 seconds
Whois	3 Minutes for 95%	48.0 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 Registry Agreements (Section 3.1(c)(iii)), the VeriSign Registry provides third parties bulk access to the zone files for the .com and .net TLDs.

Table 3 – gTLD Zone File Access Activity – February 2009

	Number
Zone file access passwords previous month	1,930
New zone file access passwords	15
Total zone file access approvals end of reporting month	**1,945**

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
Core Release 7.3	Update EPP Response Reason Codes for Reserved Names	29 Mar 2008
Core Release 7.4	Data Security and Integrity Enhancements	26 Apr 2008
Core Release 7.5	Infrastructure Updates / EPP Enhancements	28 Jun 2008
Core Release 7.6.1	Transaction Processing Enhancement	24 Jan 2009

Release Name	Features	Complete Date
Core Release 7.7	New Reporting Framework	27 Jan 2009

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

Table 5 – Total Monthly "Whois" Queries (millions)

Mo / Yr	Total Queries	Peak	Avg/Day
Feb-08	4,128.3	177.5	142.4
Mar-08	4,047.2	154.9	130.6
Apr-08	4,272.4	161.5	142.2
May-08	3,760.0	177.6	121.3
Jun-08	4,084.5	157.6	136.1
Jul-08	4,592.5	163.8	148.1
Aug-08	3,694.7	141.0	119.2
Sep-08	3,905.7	159.0	130.2
Oct-08	4,528.2	171.8	146.1
Nov-08	4,604.1	180.6	153.5
Dec-08	4,190.4	162.6	135.2
Jan-09	4,934.9	212.2	159.2
Feb-09	5,608.6	245.5	200.3

6. Total Number of Transactions by Subcategory by Month (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 <u>Domain Name Transactions</u> by Subcategory

Mo/Yr	In Millions							Restore	No RGP Report*
	Total Write	Add	Delete	Modify	Renew	Trans	Check		
Feb-08	1,629.8	1,550.0	21.2	50.4	3.9	4.3	1,493.8	3,555	3
Mar-08	1,878.9	1,787.0	27.8	56.4	4.5	3.3	1,680.9	4,483	3
Apr-08	1,886.3	1,800.6	22.2	57.0	3.8	2.7	2,001.2	4,821	3
May-08	2,163.2	2,077.8	23.0	56.0	3.8	2.7	2,208.2	4,601	18
Jun-08	2,425.2	2,347.4	21.3	50.1	3.7	2.7	2,024.7	5,572	13
Jul-08	1,949.9	1,893.8	6.5	35.9	3.8	10.0	2,380.1	4,455	17

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Mo/Yr	Total Write	Add	Delete	Modify	Renew	Trans	Check	Restore	No RGP Report*
	In Millions								
Aug-08	2,408.8	2,362.8	5.2	33.2	3.2	4.4	2,601.2	3,795	10
Sep-08	2,011.1	1,962.1	4.3	33.6	5.3	5.7	2,140.4	4,942	15
Oct-08	2,241.2	2,195.1	3.7	36.1	2.5	3.8	2,264.1	4,096	12
Nov-08	2,035.0	1,987.2	4.0	35.9	2.3	5.5	1,519.5	3,740	12
Dec-08	2,213.3	2,163.2	4.6	37.5	2.6	5.4	1,681.4	3,707	11
Jan-09	2,299.7	2,250.9	4.2	36.4	3.2	5.0	1,818.0	4,720	18
Feb-09	2,020.4	1,974.8	3.8	33.9	3.0	4.9	1,709.2	4,020	7

* NOTE: 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 <u>Name Server Write Transactions</u> by Subcategory (millions)

Mo/Yr	Total	Add	Delete	Modify
Feb-08	2.13	0.73	0.11	1.29
Mar-08	1.97	0.75	0.13	1.10
Apr-08	2.11	0.82	0.12	1.16
May-08	1.95	0.69	0.08	1.18
Jun-08	2.04	0.58	0.09	1.37
Jul-08	2.37	0.71	0.09	1.58
Aug-08	1.71	0.63	0.09	0.99
Sep-08	1.58	0.63	0.12	0.84
Oct-08	2.13	0.74	0.12	1.27
Nov-08	2.02	0.61	0.10	1.31
Dec-08	2.49	0.99	0.10	1.40
Jan-09	2.29	0.78	0.12	1.39
Feb-09	2.10	0.90	0.10	1.10

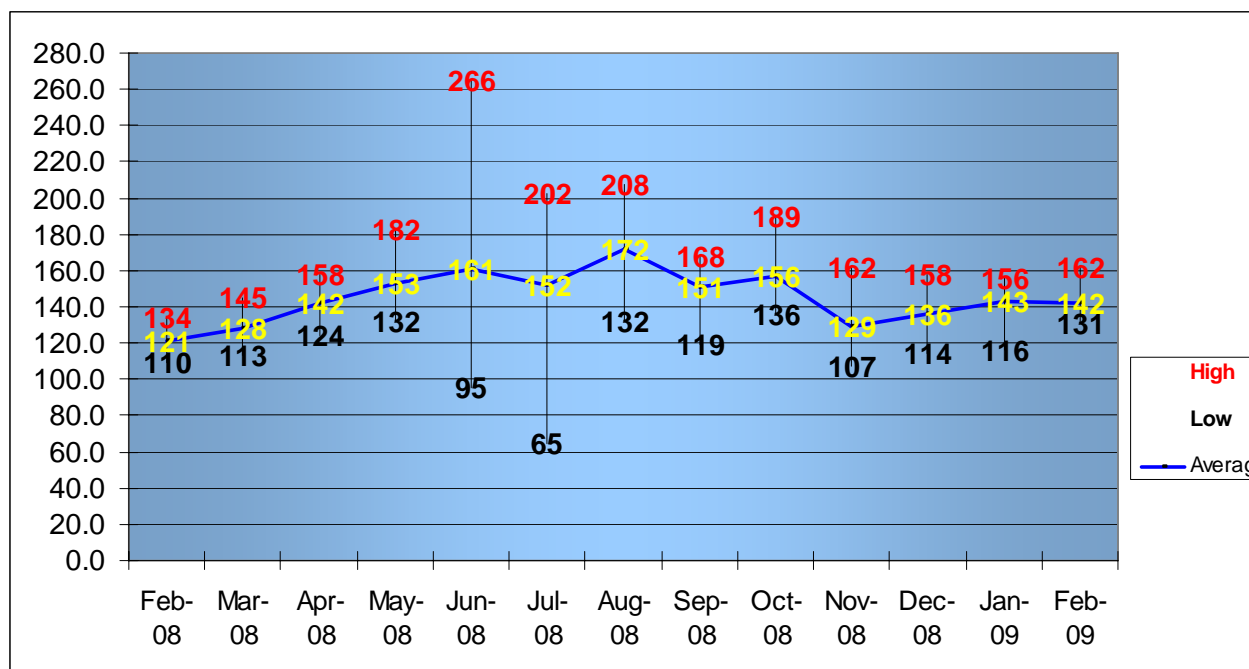## 7. Average Daily Transaction Range (millions) (Appendix 4, Item 7)

Figure 7 – Average Daily Transaction Range

8. Per-Registrar Activity Report (Appendix 4, Item 8)

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

Field Name	Notes
TLD	Identifies whether data is for COM or NET
Registrar-name	Registrar's Full Corporate Name
IANA-ID	http://www.iana.org/assignments/registrar-ids
Total-domains	Total domains under sponsorship
Total-Nameservers	Total Nameservers 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

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Field Name	Notes
	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-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
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

Field Name	Notes
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