# .Pro Registry Operator's Report

## May 2011

RegistryPro
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# .Pro Registry Monthly Report - May 2011

## Report Index

This report provides an overview of .Pro activity through the end of the reporting month in accordance with the ICANN/.Pro Registry agreement, section 3.1(c)(iv). Information is presented as detailed in Appendix 4 of the Registry Agreement.

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## Section 1 - Accredited Registrar Status

| | |
|---|---|
| Operational Registrars | 43 |
| Ramp-Up Registrars | 3 |
| Pre-Ramp-Up Registrars | 3 |

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## Section 2 - SLA Performance

| Service Attribute | Commitment | Performance |
|---|---|---|
| DNS availability from any nameserver, minimum | 99.999% | 100% |
| DNS service availability from each nameserver, minimum | 99.93% | 99.99 |
| DNS query response rate for all nameservers combined, minimum absolute | Minimum 10,000 queries/sec | ~18,000 |
| DNS query response rate for each nameserver, minimum | 300% | 480% |
| DNS update interval, maximum | 15 minutes | 6 minutes |
| SRS Service availability, minimum | 99.45% | 99.99% |
| SRS processing time, maximum for query operations | 400ms | 335ms |
| SRS processing time, maximum for write operations | 800ms | 718ms |
| SRS service planned outage duration, maximum | 8 hrs/month (includes Whois) | 0 hours |
| SRS service planned outage timeframe | 0200-1200 UTC Friday | 0200-1200 UTC Friday |
| SRS service planned outage notification, minimum | 7 days | 7 days |
| SRS service extended planned outage timeframe | 0200-1200 UTC Friday | 0200-1200 UTC Friday |
| Whois service availability, minimum | 99.45 | 99.99% |
| Whois query processing time, maximum | 800ms | 389ms |
| Whois update interval, maximum | 15 minutes | < 1 minute |
| Whois service planned outage duration, maximum | 8 hours (includes SRS) | 0 hours |
| Whois service planned outage timeframe | 0200-1200 UTC Friday | 0200-1200 UTC Friday |
| Whois service planned outage notification, minimum | 7 days | 7 days |

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## Section 3 - Zone File Access Activity

| | |
|---|---|
| Zone File Passwords in April | 80 |
| New Zone File Passwords | 4 |
| Total Zone File Passwords | 84 |

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## Section 4 - Software Releases

| Release Version | Features | TargetDate | Complete Date |
|---|---|---|---|
| (None in May 2011) | | | |

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## Section 5 - Whois Activity

| Total | Peak | Average |
|-------|------|---------|
| 913,447 | 50,187 | 29,466 |

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## Section 6 - Transactions

| Domains | | | | | | | | |
|---------|-------|------|--------|--------|---------|-------|----------|---------|
| | Total | Add | Delete | Modify | Check | Renew | Transfer | Restore |
| Success | 7360970 | 3957 | 1016 | 20675 | 7299392 | 1654 | 34276 | 0 |
| Failure | 47512 | 573 | 398 | 42931 | 0 | 172 | 3438 | 0 |

| Nameservers | | | | | | | | |
|-------------|-------|------|--------|--------|-------|-------|----------|---------|
| | Total | Add | Delete | Modify | Check | Renew | Transfer | Restore |
| Success | 25316 | 5458 | 382 | 16 | 19460 | N/A | N/A | N/A |
| Failure | 1656 | 53 | 775 | 828 | 0 | N/A | N/A | N/A |

| Contacts | | | | | | | | |
|----------|-------|------|--------|--------|-------|-------|----------|---------|
| | Total | Add | Delete | Modify | Check | Renew | Transfer | Restore |
| Success | 31080 | 4669 | 0 | 17441 | 8970 | N/A | 0 | N/A |
| Failure | 114 | 107 | 0 | 7 | 0 | N/A | 0 | N/A |

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## Section 7 - Daily Transaction Range

| Month | Minimum | Maximum | Average |
|---|---|---|---|
| June 2010 | 77,910 | 170,825 | 126,375 |
| July 2010 | 63,106 | 231,015 | 123,630 |
| August 2010 | 111,912 | 222,828 | 162,864 |
| September 2010 | 115,337 | 541,617 | 263,664 |
| October 2010 | 217,822 | 777,010 | 625,716 |
| November 2010 | 590,323 | 758,725 | 665,866 |
| December 2010 | 423,058 | 723,733 | 635,626 |
| January 2011 | 194,322 | 740,480 | 632,192 |
| February 2011 | 224,266 | 746,484 | 577,763 |
| March 2011 | 203,770 | 317,348 | 268,347 |
| April 2010 | 183,173 | 336,527 | 273,328 |
| May 2010 | 156,733 | 316,397 | 250,503 |