

.COM

.net

**Registry Operator's
Monthly Report
.COM/.NET**

March 2011

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VERISIGN™

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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) | 3 |
| | Table 1 – Accredited Registrar Status – March 2011 | 3 |
| 2. | Service Level Agreement Performance (Appendix 4, Item 2) | 3 |
| | Table 2.1 – .com Service Level Agreement Performance – March 2011 | 3 |
| | Table 2.2 – .net Service Level Agreement Performance – March 2011 | 4 |
| 3. | TLD Zone File Access Activity (Appendix 4, Item 3) | 5 |
| | Table 3 – gTLD Zone File Access Activity – March 2011 | 5 |
| 4. | Completed System Software Releases (Appendix 4, Item 4)..... | 5 |
| | Table 4 – Completed Shared Registration System Releases | 5 |
| 5. | Whois Service Activity (Appendix 4, Item 5)..... | 6 |
| | Table 5 – Total Monthly “Whois” Queries (millions) | 6 |
| 6. | Total Number of Transactions by Subcategory by Month (Appendix 4, Item 6) | 6 |
| | Table 6.1 – Total Monthly Domain Name Transactions by Subcategory | 6 |
| | Table 6.2 – Total Monthly Name Server Write Transactions by Subcategory (millions) | 7 |
| 7. | Average Daily Transaction Range (millions) (Appendix 4, Item 7) | 8 |
| 8. | Per-Registrar Activity Report (Appendix 4, Item 8)..... | 8 |

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 – March 2011

| Status | # of COM Registrars | # of NET Registrars |
|----------------------------------|---------------------|---------------------|
| Operational Registrars | 910 | 908 |
| Registrars In Ramp-Up Period | 20 | 20 |
| Registrars In Pre-Ramp-Up Period | 36 | 36 |
| Total | 966 | 964 |

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 – March 2011

| Metric | .com SLA Requirement | Actual Performance |
|----------------------|---------------------------------|--|
| Total planned outage | 8 hours | 0 hours 00 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 | 0.74 milliseconds |

| Metric | .com SLA Requirement | Actual Performance |
|------------------------------|----------------------|--|
| Add domain average | 5 seconds | 1.40 milliseconds |
| DNS Name Server Availability | 100% | 100% |
| SRS Availability (Monthly) | 99.4% | 100.00% (including planned and unplanned outages) |

Table 2.2 – .net Service Level Agreement Performance – March 2011

| Metric | .net 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 00 minutes |
| SRS - Extended | 4 Hours (240 Minutes) / 1 Per Year | 0 Hours 0 Minutes - None taken YTD |
| 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 | Not Applicable |
| DNS Name Server | Not Allowed | Not Applicable |
| Whois | Not Allowed | Not Applicable |
| Planned Outage Notification | | |
| SRS | 30 Days General Maintenance | Not Applicable |
| | 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% | 0.74 milliseconds |
| Add / Create Domain Average | 50 milliseconds for 95% | 1.40 milliseconds |
| Delete Domain Average | 100 milliseconds for 95% | 32.84 milliseconds |
| Modify / Update Domain Average | 100 milliseconds for 95% | 34.65 milliseconds |
| Whois Query | 5 milliseconds for 95% | 0.75 milliseconds |
| DNS Name Server Resolution | 100 milliseconds for 95% | 2.51 milliseconds |
| Update Frequency | | |
| DNS Name Server | 3 Minutes for 95% | 33.7 seconds |
| Whois | 3 Minutes for 95% | 39.3 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 – March 2011

| | Number |
|---|------------|
| Zone file access passwords (previous month) | 579 |
| New zone file access passwords issued (reporting month) | 36 |
| Total zone file access passwords (end of reporting month) | 615 |

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 |
|--------------|--|---------------|
| Brussels | DNSSEC Provisioning and Resolution Testing Environment | 15 Apr 2010 |
| Dublin | Software Enhancements: DOMAIN INFO and Registry Lock Service | 26 Jun 2010 |
| Edinburgh | IDN Software Upgrades | 13 Jul 2010 |
| Gibraltar | Launch DNSSEC Functionality into .net Provisioning System | 26 Sep 2010 |
| Vienna | Launch DNSSEC Functionality into .net Resolution System | 9 Dec 2010 |
| Kingston | IDN Software Upgrades to Accommodate the Revised IDNA Protocol | 15 Jan 2011 |
| London | Launch DNSSEC Functionality into .com Provisioning System | 26 Feb 2011 |
| Madrid | Launch DNSSEC Functionality into .com Resolution System | 31 Mar 2011 |

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

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

| Mo/Yr | Total Queries | Peak | Avg/Day |
|---------|---------------|-------|---------|
| Mar-10 | 5,502.6 | 193.6 | 177.5 |
| Apr-10 | 4,736.7 | 232.2 | 157.9 |
| May-10 | 4,969.8 | 197.0 | 160.3 |
| Jun-10 | 5,141.7 | 229.0 | 171.4 |
| Jul-10 | 5,002.7 | 189.0 | 161.4 |
| Aug-10 | 5,129.2 | 200.9 | 165.5 |
| Sep-10* | 5,178.8 | 208.1 | 165.1 |
| Oct-10 | 4,953.9 | 201.8 | 159.8 |
| Nov-10 | 4,850.4 | 190.3 | 161.7 |
| Dec-10 | 4,988.9 | 201.1 | 160.9 |
| Jan-11 | 4,937.5 | 180.6 | 159.3 |
| Feb-11 | 4,912.3 | 203.6 | 175.4 |
| Mar-11 | 5,077.9 | 189.7 | 163.8 |

* The figures are estimated due to record retention issues occurring in September that did not allow for actual figures to be listed here. All data reported for other months remains accurate.

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 Domain Name Transactions by Subcategory

| Mo/Yr | In Millions | | | | | | | Restore | No RGP Report* |
|--------|-------------|---------|--------|--------|-------|-------|---------|---------|----------------|
| | Total Write | Add | Delete | Modify | Renew | Trans | Check | | |
| Mar-10 | 1,876.6 | 1,810.4 | 3.4 | 52.1 | 3.6 | 7.1 | 1,584.7 | 6,120 | 16 |
| Apr-10 | 2,104.5 | 2,049.4 | 3.7 | 40.4 | 3.0 | 8.0 | 1,577.3 | 5,314 | 5 |
| May-10 | 2,074.2 | 2,018.5 | 3.6 | 40.7 | 3.0 | 8.4 | 1,489.1 | 4,819 | 9 |
| Jun-10 | 2,082.0 | 2,025.5 | 3.4 | 40.7 | 4.2 | 8.2 | 1,410.7 | 4,634 | 6 |
| Jul-10 | 2,043.6 | 1,990.4 | 3.7 | 38.4 | 2.8 | 8.3 | 1,420.5 | 5,026 | 12 |
| Aug-10 | 1,968.3 | 1,911.6 | 3.7 | 41.1 | 2.7 | 9.1 | 1,785.6 | 4,345 | 11 |
| Sep-10 | 1,936.4 | 1,882.0 | 4.2 | 38.4 | 2.9 | 9.0 | 1,540.7 | 4,517 | 11 |
| Oct-10 | 2,112.5 | 2,053.8 | 5.8 | 40.5 | 2.9 | 9.5 | 1,718.4 | 4,927 | 8 |
| Nov-10 | 1,898.3 | 1,842.8 | 4.5 | 39.3 | 2.8 | 8.8 | 1,835.7 | 4,776 | 32 |

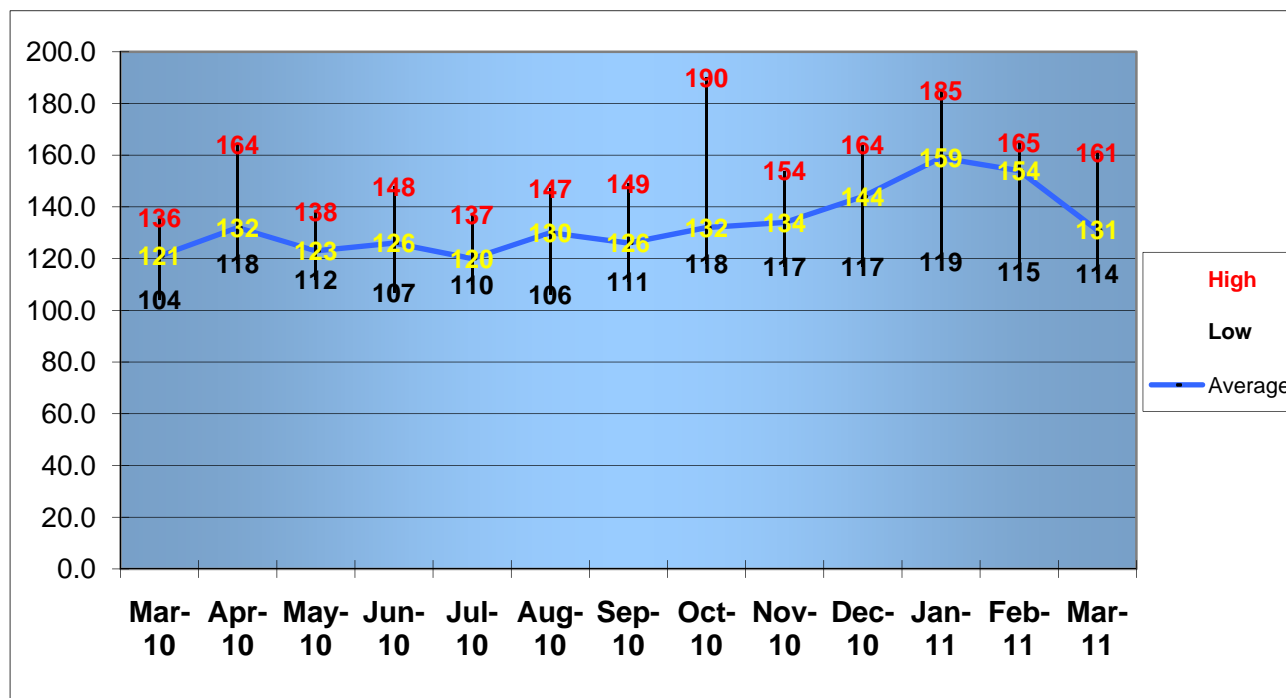
| Mo/Yr | In Millions | | | | | | | Restore | No RGP Report* |
|---------------|----------------|---------|--------|--------|-------|-------|---------|---------|----------------|
| | Total Write | Add | Delete | Modify | Renew | Trans | Check | | |
| Dec-10 | 2,072.5 | 2,017.6 | 4.2 | 39.3 | 2.9 | 8.5 | 2,109.9 | 5,157 | 14 |
| Jan-11 | 2,131.5 | 2,072.5 | 4.1 | 43.4 | 3.5 | 8.0 | 2,483.2 | 5,508 | 9 |
| Feb-11 | 1,839.5 | 1,785.7 | 3.8 | 40.1 | 3.3 | 6.6 | 2,161.3 | 4,895 | 15 |
| Mar-11 | 2,077.5 | 2,010.0 | 4.7 | 52.0 | 3.8 | 7.0 | 1,660.6 | 6,220 | 7 |

*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 (millions)

| Mo/Yr | Total | Add | Delete | Modify |
|---------------|-------------|------|--------|--------|
| Mar-10 | 2.87 | 2.23 | 0.17 | 0.48 |
| Apr-10 | 2.58 | 1.80 | 0.13 | 0.65 |
| May-10 | 3.24 | 2.69 | 0.11 | 0.44 |
| Jun-10 | 3.38 | 2.54 | 0.12 | 0.72 |
| Jul-10 | 4.08 | 2.93 | 0.45 | 0.70 |
| Aug-10 | 4.37 | 3.43 | 0.47 | 0.47 |
| Sep-10 | 3.70 | 2.67 | 0.53 | 0.50 |
| Oct-10 | 4.25 | 3.08 | 0.77 | 0.40 |
| Nov-10 | 3.81 | 2.64 | 0.82 | 0.35 |
| Dec-10 | 4.33 | 2.96 | 0.86 | 0.52 |
| Jan-11 | 4.48 | 2.96 | 0.89 | 0.63 |
| Feb-11 | 4.39 | 2.57 | 0.95 | 0.86 |
| Mar-11 | 6.24 | 3.94 | 1.40 | 0.90 |

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



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

The table below defines the fields that are included in the .COM and .NET Per-Registrar Activity Reports, which are provided monthly under separate cover.

| Field Name | Notes |
|-------------------|---|
| 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 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) |

| Field Name | Notes |
|------------------------------|--|
| 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 |
| 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 |