

Public Interest Registry

REGISTRY OPERATOR'S REPORT

March 2010



Public Interest Registry
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Public Interest Registry Monthly Report – March 2010

As required by the ICANN/ PIR Registry Agreement (Section 3.1(c)(iv)) this report provides an overview of PIR 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.

Report Index

- Section 1 Accredited Registrar Status**
- Section 2 Service Level Agreement Performance**
- Section 3 ORG Zone File Access Activity**
- Section 4 Completed SRS/System Software Releases**
- Section 5 WhoIs Service Activity**
- Section 6 Total Number of Transactions by
Subcategory by Month**
- Section 7 Daily Transaction Range**

Public Interest Registry Monthly Report – March 2010

Section 1 – Accredited Registrar Status

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 system for processing domain name registrations.
2. **Registrars in the Ramp-up Period:** Those who have received a password to the PIR Operational Test and Evaluation (OT&E) environment. The OT&E environment is provided to allow registrars to develop and test their systems with the PIR Shared Registration System (SRS).
3. **Registrars in the Pre-Ramp-up Period:** Those who have been sent a welcome letter from PIR, but have not yet executed the Registry Confidentiality Agreement and/or have not yet submitted a completed Registrar Information Sheet.

March 2010

Status	No. of Registrars
Operational Registrars	340
Registrars In Ramp-Up Period	169
Registrars in Pre-Ramp-Up Period	420
Total	929

Public Interest Registry Monthly Report – March 2010

Section 2 – Service Level Agreement Performance

The following table compares the SLA requirements with Actual Performance for the reporting month. As required by the ICANN/PIR Registry Agreement, PIR 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 PIR 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	45 minutes	< 5 minutes	100% < 5 minutes
	Planned 480 minutes *	211 minutes		
Resolution of .org domains, each name-server	Unplanned 20 seconds	None	< 300 milliseconds	13 milliseconds (Avg.)
	Planned 480 minutes *	None		
WHOIS				
Singular query/response	Unplanned 240 minutes	55 minutes	< 800 milliseconds	11 milliseconds (Avg.)
	Planned 480 minutes *	379 minutes		
BILLING				
Account balance check/modify	Unplanned 240 minutes	45 minutes	No requirement	No requirement
	Planned 480 minutes *	379 minutes		
Manual balance adjust	Unplanned 300 minutes	45 minutes	No requirement	No requirement
	Planned 480 minutes *	379 minutes		
ADMIN				
Update Registrar profile	Unplanned 300 minutes	45 minutes	No requirement	No requirement
	Planned 480 minutes *	379 minutes		
Update Registrar status	Unplanned 300 minutes	45 minutes	No requirement	No requirement
	Planned 480 minutes *	379 minutes		
PROTOCOL INTERFACE				
Write Operations	Unplanned 240 minutes	55 minutes	< 800 milliseconds	34 milliseconds (Avg.)
	Planned 480 minutes *	379 minutes		
Transfer	Unplanned 240 minutes	45 minutes	< 1600 milliseconds	10 milliseconds (Avg.)
	Planned 480 minutes *	379 minutes		
Query Operations	Unplanned 240 minutes	45 minutes	< 400 milliseconds	6 milliseconds (Avg.)
	Planned 480 minutes *	379 minutes		

*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.



Public Interest Registry Monthly Report – March 2010

Section 3 – ORG Zone File Access Activity

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

Zone file access passwords at the end of the previous month	Feb-10	710
New zone file access passwords		7
Total zone file access approvals at the end of the reporting month	Mar-10	717

Public Interest Registry Monthly Report – March 2010

Section 4 – Completed SRS/System Software Releases

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

Release Name	Features	Target Date	Complete Date
(None in Mar 2010)			

Public Interest Registry Monthly Report – March 2010

Section 5 – Whois Service Activity

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

Month	Total	Peak	Average
Mar-10	89,109.1	3,197.3	2,874.5

Public Interest Registry Monthly Report – March 2010

Section 6 – Total Number of Transactions by Subcategory by Month

In compliance with Section 6 of Appendix 4 to the ICANN/PIR 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)

Month	Total	Add	Deletes			Modify	Renew	Transfer	Check	Restore
			Add Grace Period	RGP	Failures					
Mar-10	109,352.1	257.5	3.5	169.1	84.8	4,957.1	694.0	106.5	103,079.1	0.5

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Mar-10	1,623.0	24.6	84.8	642.1	128.4	68.4	674.7	0.0

6c – Total Monthly Nameserver Transactions by Subcategory (In Thousands)

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Mar-10	1,420.1	61.5	11.1	6.4	Not Applicable	Not Applicable	1,341.1	Not Applicable

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Mar-10	36.8	27.8	7.1	1.8	Not Applicable	Not Applicable	0.1	Not Applicable

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Mar-10	6,627.0	1,696.9	23.7	4,765.8	Not Applicable	0.0	140.6	Not Applicable

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Mar-10	289.8	123.0	4.5	161.3	Not Applicable	0.0	1.0	Not Applicable



Public Interest Registry Monthly Report – March 2010

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)

