



# **REGISTRY OPERATOR'S REPORT**

**November 2013**

# Registry Services Corporation Monthly Operator Report – November 2013

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 – November 2013

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.

### November 2013

Status	No. of Registrars
Operational Registrars	58
Registrars In Ramp-Up Period	4
Registrars in Pre-Ramp-Up Period	0
<b>Total</b>	<b>62</b>

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## Section 2 – Service Level Agreement Performance – November 2013

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
<b>DNS</b>				
AXFR/IXFR Updates	Unplanned 300 minutes Planned 480 minutes <sup>(1)</sup>	None None	< 5 minutes	100% < 5 minutes
Resolution of .info domains, each name-server	Unplanned 20 seconds Planned 480 minutes <sup>(1)</sup>	None None	< 300 milliseconds	8 milliseconds (Avg.)
<b>WHOIS</b>				
Singular query/response	Unplanned 240 minutes Planned 480 minutes <sup>(1)</sup>	None None	< 800 milliseconds	10 milliseconds (Avg.)
<b>BILLING</b>				
Account balance check/modify	Unplanned 240 minutes Planned 480 minutes <sup>(1)</sup>	None None	N/A	N/A
Manual balance adjust	Unplanned 300 minutes Planned 480 minutes	None None	N/A	N/A
<b>ADMIN</b>				
Update Registrar profile	Unplanned 300 minutes Planned 480 minutes <sup>(1)</sup>	None None	N/A	N/A
Update Registrar status	Unplanned 300 minutes Planned 480 minutes <sup>(1)</sup>	None None	N/A	N/A
<b>PROTOCOL INTERFACE</b>				
Write Operations	Unplanned 240 minutes Planned 480 minutes <sup>(1)</sup>	None None	< 800 milliseconds	22 milliseconds (Avg.)
Transfer	Unplanned 240 minutes Planned 480 minutes <sup>(1)</sup>	None None	< 1600 milliseconds	7 milliseconds (Avg.)
Query Operations	Unplanned 240 minutes Planned 480 minutes <sup>(1)</sup>	None None	< 400 milliseconds	7 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	8 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	7 ms
SRS processing time, maximum for write operations	800 ms	22 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 – November 2013

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	Oct-13	124
New zone file access passwords		0
Total zone file access approvals at the end of the reporting month	Nov-13	124

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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 Nov 2013)			

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## Section 5 – Whols Service Activity

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

Month	Total	Peak	Average
Nov-13	2,577.9	97.7	85.9



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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			Modify	Renew	Transfer	Check	Restores
		Add Grace Period	RGP	Failures					
7,874.4	12.4	0.0	6.5	0.1	80.2	13.1	1.4	7,760.7	0.0

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

Total	Add	Delete	Modify	Renew	Transfer	Check	Restores
45.0	8.7	0.1	18.6	0.3	1.1	16.2	0.0

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

Total	Add	Delete	Modify	Renew	Transfer	Check	Restores
129.7	7.7	0.3	0.1	Not Applicable	Not Applicable	121.6	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
396.0	26.6	27.0	151.6	Not Applicable	0.0	190.8	Not Applicable

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

Total	Add	Delete	Modify	Renew	Transfer	Check	Restores
1.0	0.6	0.0	0.4	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)

