REGISTRY OPERATOR'S REPORT

April 2008

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Public Interest Registry Monthly Report – April 2008

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**

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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.

April 2008

Status	No. of Registrars
Operational Registrars	303
Registrars In Ramp-Up Period	163
Registrars in Pre-Ramp-Up Period	320
Total	**786**

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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 Planned 480 minutes *	None None	< 5 minutes	100% < 5 minutes
Resolution of .org domains, each name-server	Unplanned 20 seconds Planned 480 minutes *	None None	< 300 milliseconds	14 milliseconds (Avg.)
WHOIS				
Singular query/response	Unplanned 240 minutes Planned 480 minutes *	None None	< 800 milliseconds	8 milliseconds (Avg.)
BILLING				
Account balance check/modify	Unplanned 240 minutes Planned 480 minutes *	None None	No requirement	No requirement
Manual balance adjust	Unplanned 300 minutes Planned 480 minutes *	None None	No requirement	No requirement
ADMIN				
Update Registrar profile	Unplanned 300 minutes Planned 480 minutes *	None None	No requirement	No requirement
Update Registrar status	Unplanned 300 minutes Planned 480 minutes *	None None	No requirement	No requirement
PROTOCOL INTERFACE				
Write Operations	Unplanned 240 minutes Planned 480 minutes *	None None	< 800 milliseconds	35 milliseconds (Avg.)
Transfer	Unplanned 240 minutes Planned 480 minutes *	None None	< 1600 milliseconds	10 milliseconds (Avg.)
Query Operations	Unplanned 240 minutes Planned 480 minutes *	None None	< 400 milliseconds	4 milliseconds (Avg.)

*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.

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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	Mar-08	602
New zone file access passwords		7
Total zone file access approvals at the end of the reporting month	Apr-08	609

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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 Apr 2008)			

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Section 5 – Whois Service Activity

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

Month	Total	Peak	Average
Apr 2008	57,739.5	2,221.9	1,924.6

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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/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)

			Deletes							
Month	**Total**	**Add**	**Add Grace Period**	**RGP**	**Failures**	**Modify**	**Renew**	**Transfer**	**Check**	**Restore**
Apr 2008	91,105.9	378.9	41.9	110.7	615.6	3,465.5	539.2	250.0	85,703.7	0.4

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Apr 2008	1,462.1	125.8	615.6	322.2	139.0	222.1	37.4	0.0

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Apr 2008	1,077.2	48.1	8.7	4.0	Not Applicable	Not Applicable	1,016.4	Not Applicable

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Apr 2008	29.4	22.1	6.6	0.7	Not Applicable	Not Applicable	0.0	Not Applicable

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Apr 2008	3,859.3	1,640.4	19.4	1,625.2	Not Applicable	7.0	567.3	Not Applicable

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

Month	Total	Add	Delete	Modify	Renew	Transfer	Check	Restore
Apr 2008	137.4	108.8	1.3	27.3	Not Applicable	0.0	0.0	Not Applicable

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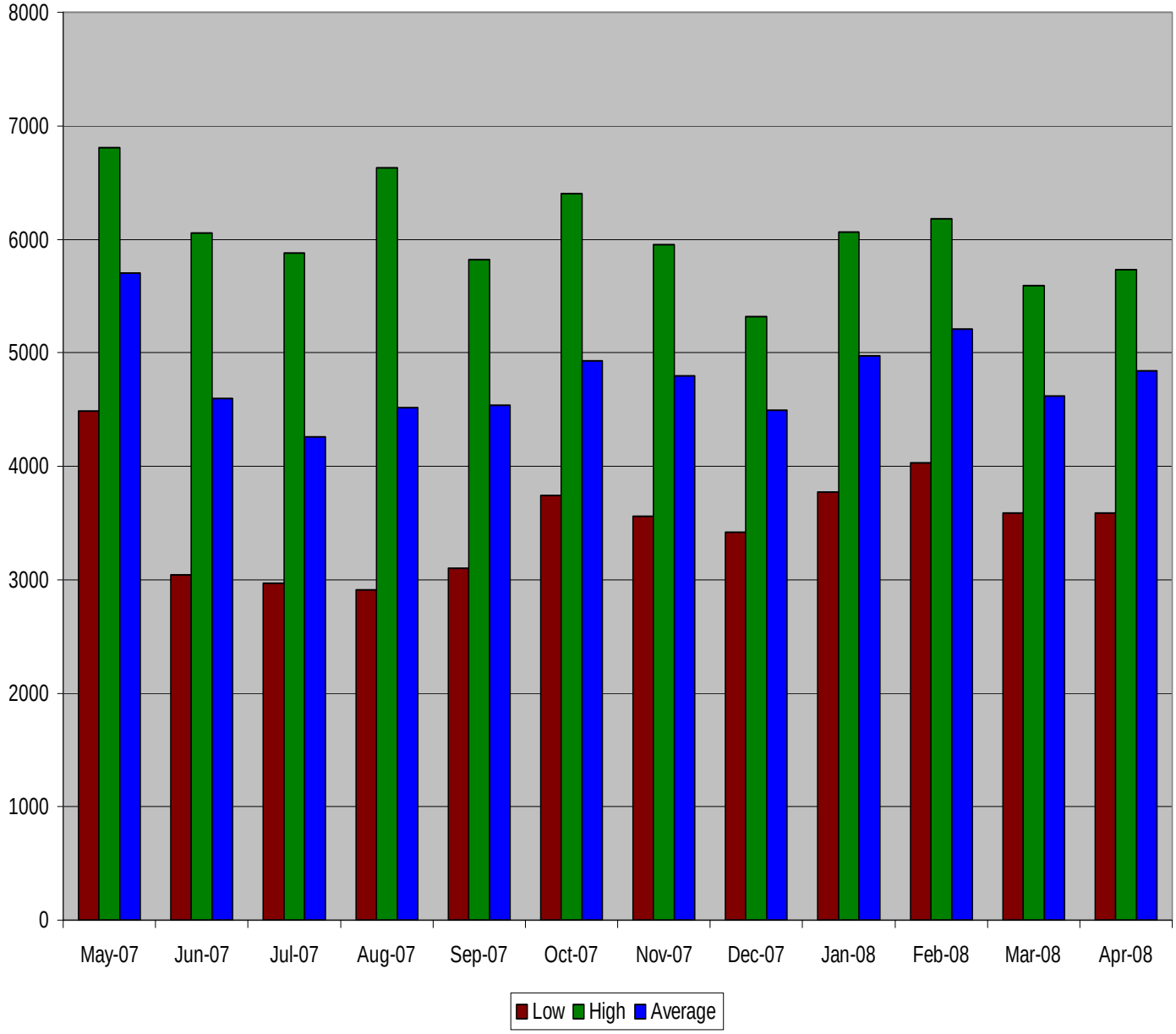
Section 7 – Average Daily Transaction Range

The range of transaction volume is shown for each month along with the average daily transaction volume.

Average Daily Transaction Range (In Thousands)



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