REGISTRY OPERATOR'S REPORT

August 2014

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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

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.

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Status	No. of Registrars
Operational Registrars	425
Registrars In Ramp-Up Period	131
Registrars in Pre-Ramp-Up Period	543
Total	**1099**

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	17 milliseconds (Avg.)
WHOIS				
Singular query/response	Unplanned 240 minutes Planned 480 minutes *	None None	< 800 milliseconds	6 milliseconds (Avg.)
BILLING				
Account balance check/modify	Unplanned 240 minutes Planned 480 minutes *	None None	N/A	N/A
Manual balance adjust	Unplanned 300 minutes Planned 480 minutes *	None None	N/A	N/A
ADMIN				
Update Registrar profile	Unplanned 300 minutes Planned 480 minutes *	None None	N/A	N/A
Update Registrar status	Unplanned 300 minutes Planned 480 minutes *	None None	N/A	N/A
PROTOCOL INTERFACE				
Write Operations	Unplanned 240 minutes Planned 480 minutes *	None None	< 800 milliseconds	31 milliseconds (Avg.)
Transfer	Unplanned 240 minutes Planned 480 minutes *	None None	< 1600 milliseconds	8 milliseconds (Avg.)
Query Operations	Unplanned 240 minutes Planned 480 minutes *	None None	< 400 milliseconds	7 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.**

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	17 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	31 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	6 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

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	Jul-14	1015
New zone file access passwords		6
Total zone file access approvals at the end of the reporting month	Aug-14	1021

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 Aug 2014)			

Section 5 – Whois Service Activity

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

Month	Total	Peak	Average
Aug-14	75,243.1	5,247.5	2,427.2

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**
Aug-14	266,813.2	1,767.2	2.6	184.3	92.2	3,101.1	692.4	53.3	260,919.4	0.7

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

Month	**Total**	**Add**	**Delete**	**Modify**	**Renew**	**Transfer**	**Check**	**Restore**
Aug-14	2,872.4	1,577.0	92.2	367.2	41.1	24.2	770.7	0.0

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

Month	**Total**	**Add**	**Delete**	**Modify**	**Renew**	**Transfer**	**Check**	**Restore**
Aug-14	2,132.4	115.4	99.9	114.7	Not Applicable	Not Applicable	1,802.4	Not Applicable

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

Month	**Total**	**Add**	**Delete**	**Modify**	**Renew**	**Transfer**	**Check**	**Restore**
Aug-14	291.2	86.3	93.7	109.8	Not Applicable	Not Applicable	1.4	Not Applicable

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

Month	**Total**	**Add**	**Delete**	**Modify**	**Renew**	**Transfer**	**Check**	**Restore**
Aug-14	4,576.4	1,029.8	28.0	2,506.2	Not Applicable	0.0	1,012.4	Not Applicable

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

Month	**Total**	**Add**	**Delete**	**Modify**	**Renew**	**Transfer**	**Check**	**Restore**
Aug-14	165.7	71.3	7.6	86.8	Not Applicable	0.0	0.0	Not Applicable

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)