



.nz Newsletter – March 2013



Registrars urged to tell the DNC of customer-related issues

The DNC occasionally receives phone calls from domain name holders concerned that their Registrars are un-contactable. This generally happens when either the Registrar or the Registrant's websites are not working.

In these types of scenarios, Registrants are often left without a means to find out what is happening because everyday communication channels are lost. As such, any Registrar who is experiencing customer-related problems should inform the DNC as soon as possible. Once the DNC is aware of these issues, then we can then let domain name holders know about the situation when they call us for information.

Josh Cookson, who deals with Registrar liaison and compliance, says: "From time to time people call with concerns that their Registrar's business has gone under. They think this because their Registrar's website isn't working or because their own isn't. Sometimes we know that Registrars are trying to get in touch with their customers, but can't because of technical difficulties."

"Registrars should make sure that their contingency plans include a process where they let us know about customer-related issues. That way, we can tell them what is going on."

To tell the DNC know about planned or unplanned customer-related issues contact registrar@dnc.org.nz

DNSSEC and Security Support

DNC's Manager of Security Policy Barry Brailey says he is happy to help Registrars with any general security or DNSSEC questions they may have.

"For Registrars, DNSSEC is a valuable service add-on because it offers their customers an effective tool for combatting attacks such as DNS spoofing," Mr Brailey says.

To learn more about DNSSEC and how to go about becoming an authenticated DNSSEC Registry visit <http://dnc.org.nz/story/dns-security-faq> Or, if you're a Registrar who is interested in DNSSEC visit <http://dnc.org.nz/story/dnssec-registrars-faq> If you have any DNSSEC or general security questions, contact us at info@dnc.org.nz

The NZRS website has details on what has been implemented for DNSSEC within .nz at <https://nzrs.net.nz/dns/dnssec> Registrars that are considering implementing DNSSEC and would like to discuss the technical implementation please do contact support@nzrs.net.nz

Statistics

In February, the number of active .NZ domain names increased from 520,261 to 522,855, a net increase of 2594. Figures as of 28 February 2013:

	31 January 13	28 February 13	New Registrations February	Renewals February	Net Change
.ac	1,997	1,992	18	352	-5
.co	445,651	447,886	7924	67,121	2,235
.cri	13	13	0	3	0
.geek	1,219	1,220	18	268	1
.gen	1,409	1,401	9	306	-8
.govt	1,114	1,117	3	1,083	3
.health	160	164	4	146	4
.iwi	77	78	0	18	1
.kiwi	8,079	8,253	162	355	174
.maori	1,148	1,158	17	116	10
.mil	36	36	0	10	0
.net	28,560	28,653	519	3,987	93
.org	27,486	27,560	389	3,978	74
.parliament	9	9	0	9	0
.school	3,303	3,315	25	1,162	12
TOTAL	520,261	522,855	9,088	78,914	2,594

Note: the above figures do not include names in the 'pending release' status. They incorporate all active domain names in the .nz register. For more statistics, see <http://dnc.org.nz/statistics>

Availability

Availability %	SLA	Dec 12	Jan 13	Feb 13
SRS	99.9	100	100	100
Whois	99.9	100	100	100
DNS	100	100	100	100

SRS Response times

Performance figures on the production environment for the previous three months:

Avg Response time (in seconds)	SLA Target	Dec 12	Jan 13	Feb 13
Domain Details Query	≤0.5	0.01	0.01	0.02
Domain Update	≤0.8	0.21	0.21	0.21
Domain Create	≤0.8	0.24	0.25	0.26
Get Message	≤0.5	0.05	0.05	0.03
Whois	≤0.5	0.08	0.08	0.08
Whois queries at back end including Registrar (volume 000's)	N/A	6576	7622	7192
Whois Server Queries (volume 000's)	N/A	1069	1268	1092
UDAI Valid Query	≤0.5	0.10	0.10	0.10

Server DNS % Availability

	Dec 12	Jan 13	Feb 13
NS1	100	99.94	100
NS2	100	100	100
NS3	100	100	100
NS4	100	100	100
NS5	100	100	100
NS6	100	100	100
NS7	100	100	100

Unscheduled Outages during February 2013

Outage Type	Total Duration
SRS Unscheduled	No unscheduled outages
WHOIS Unscheduled	No unscheduled outages
DNS	0

Scheduled Outages during February 2013

Outage Type	Total Duration
SRS Scheduled	2 hours
SRS Emergency Scheduled	0
Whois Scheduled	2 hours

Planned Scheduled Outages

Details of future SRS releases and planned scheduled outages can be found on our website <http://nzrs.net.nz/notices/updates>

Any Comments?

If you have any questions or concerns about the SRS, please don't hesitate to contact us. For registry or technical matters, contact Dave Baker at support@nzrs.net.nz or on 04 931 6970. For all other matters, contact Debbie Monahan at info@dnc.org.nz.

Please Note

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