

.be Registrar Report for Q3/21

Your Registrar Name

General Introduction

Dear registrar, you're currently looking at your custom '.be Registrar Report'. We created this report to inform you on both your performance and quality as a registrar. You can use the information in this report to benchmark against others or for internal reporting. The metrics are presented in a visual format. Would you like more details? Please check our raw data files.

Today, you can already see a **star-based rating** for some metrics. You can easily find out your current performance: 3 stars indicate a maximum score, 0 stars show an underperformance. In the future, we'll implement a **reward mechanism to acknowledge the best performing registrars** in terms of security and services. In the long run, you will therefore benefit from checking your score and maybe taking action to improve it. We hope you find this helpful!

Questions or feedback on this report are welcome at support@dnsbelgium.be

Content

- Quality of service
 - Revokes
 - Bounces
- Business Intelligence
 - Infections
 - Outgoing vs. Incoming transfers
 - Support Cases

Quality of service

Revokes

Goal

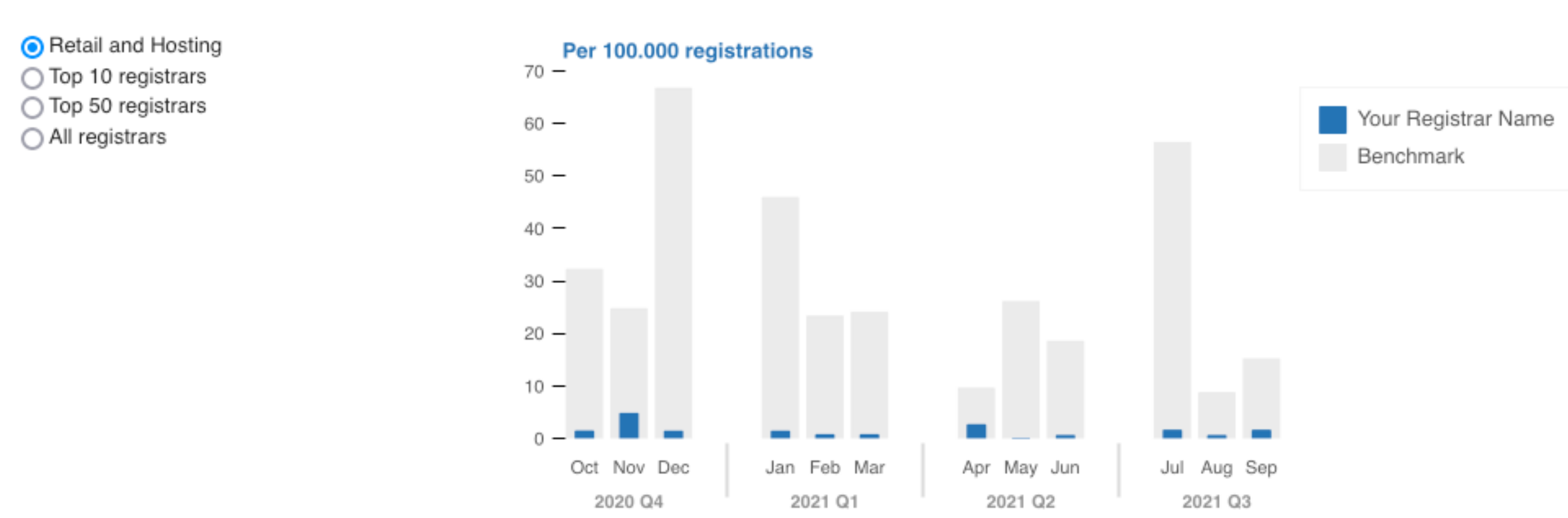
Number of revoked domain names in your portfolio, due to abuse or incorrect WHOIS data.

You should aim to minimize the number of revokes in your portfolio: this only causes overhead for both yourself and DNS Belgium. It may also indicate (a lot of) abuse in your portfolio. You can find benchmarks and a score for this metric.

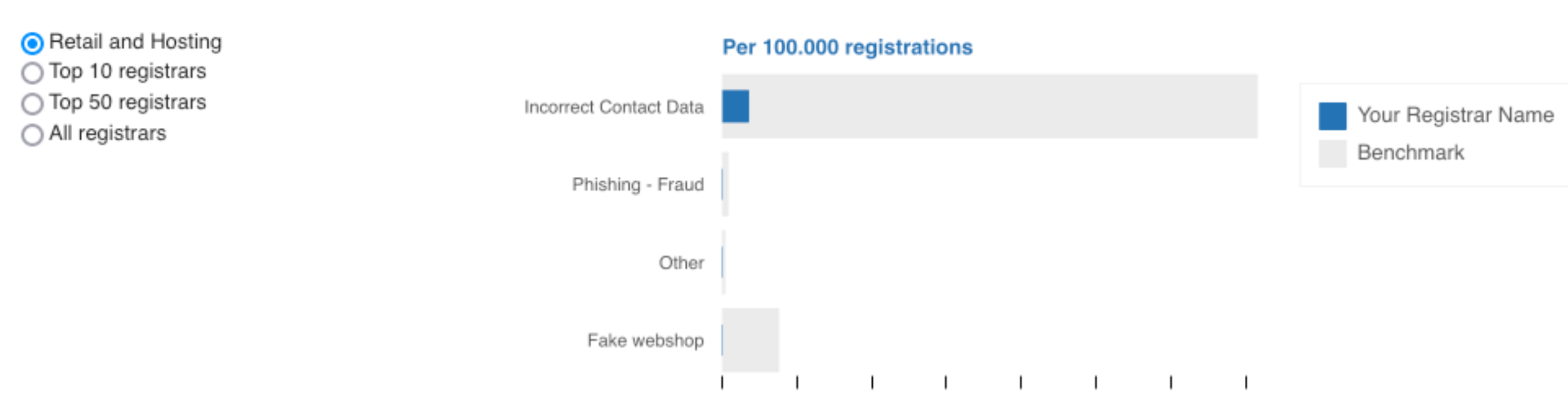
Your Score: ★★★



Revokes per month



Revokes per type



Bounces

Goal

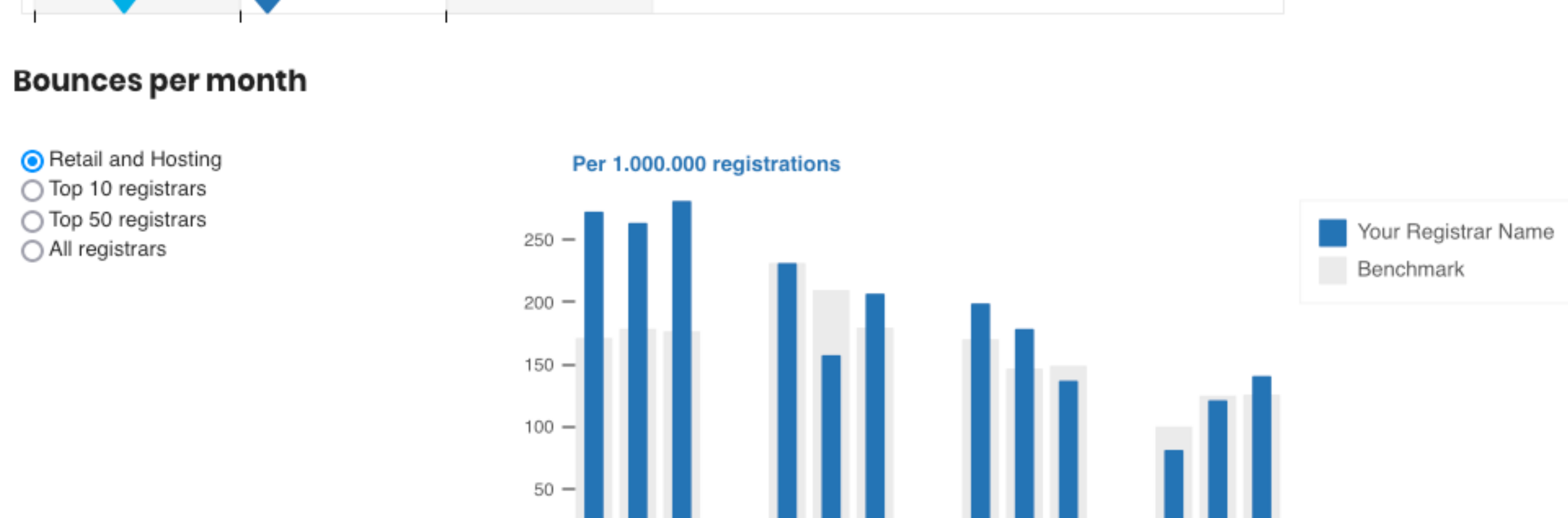
Number of bounced registrant e-mails.

We only send e-mails to registrants on very specific occasions, typically on request. We sometimes notice that e-mail addresses of registrants aren't up to date. Outdated registrant contact information makes it impossible to reach the registrant and should be avoided. This metric leads to a score with a maximum of 3 stars.

Your Score: ★★

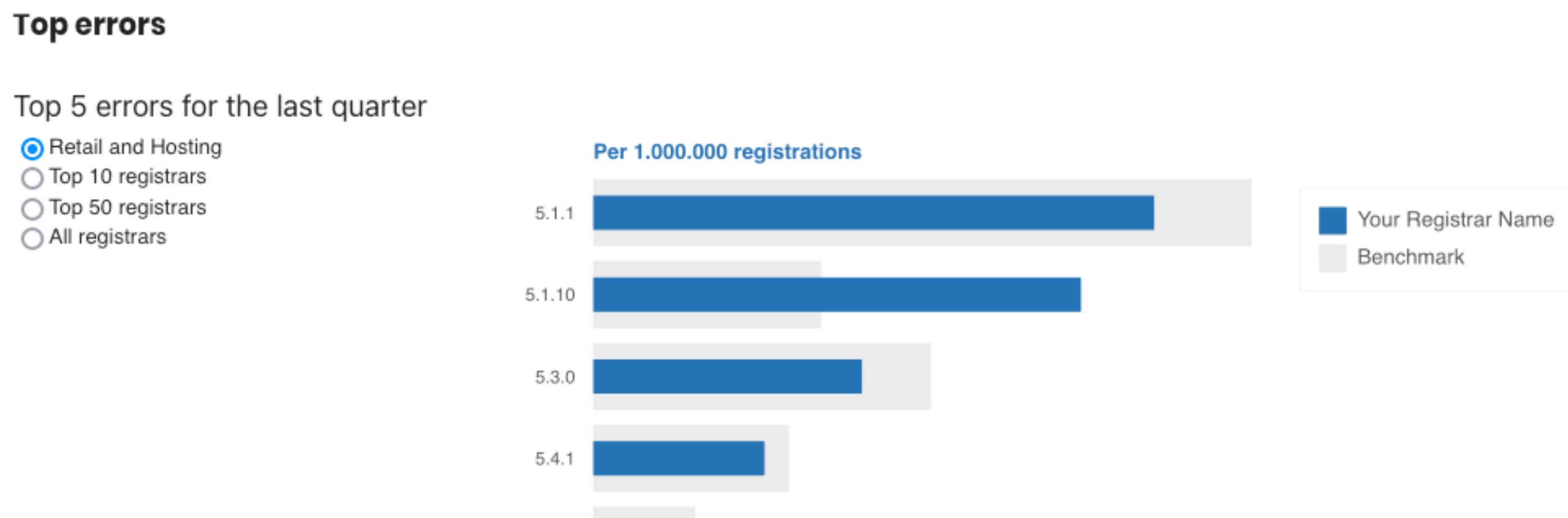


Bounces per month



Top errors

Top 5 errors for the last quarter



Business Intelligence

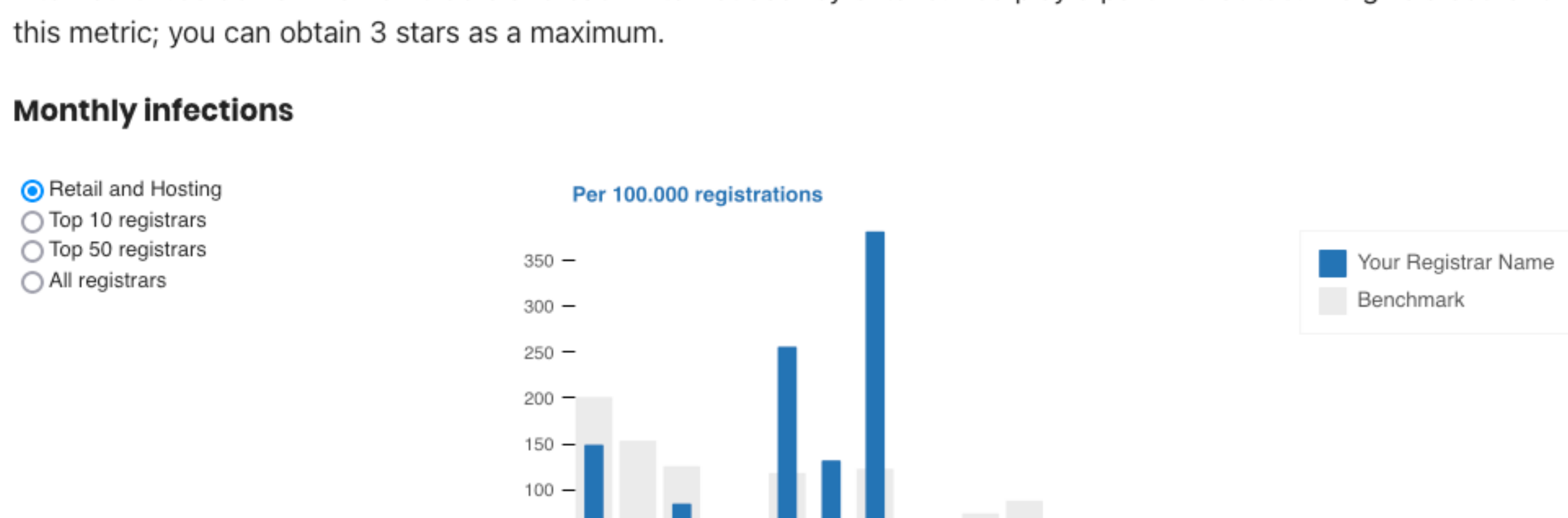
Infections

Goal

Insight in the types and occurrence of abuse.

We monitor several abuse feeds on a permanent basis and inform the registrant (and registrar) about malware or phishing on websites. As abuse generates costs, it should be avoided. On top of that: our mission is to provide a safe internet for .be domain name holders and each internet user by extend. You play a part in that too. We give a score for this metric; you can obtain 3 stars as a maximum.

Monthly infections



Outgoing vs. Incoming transfers

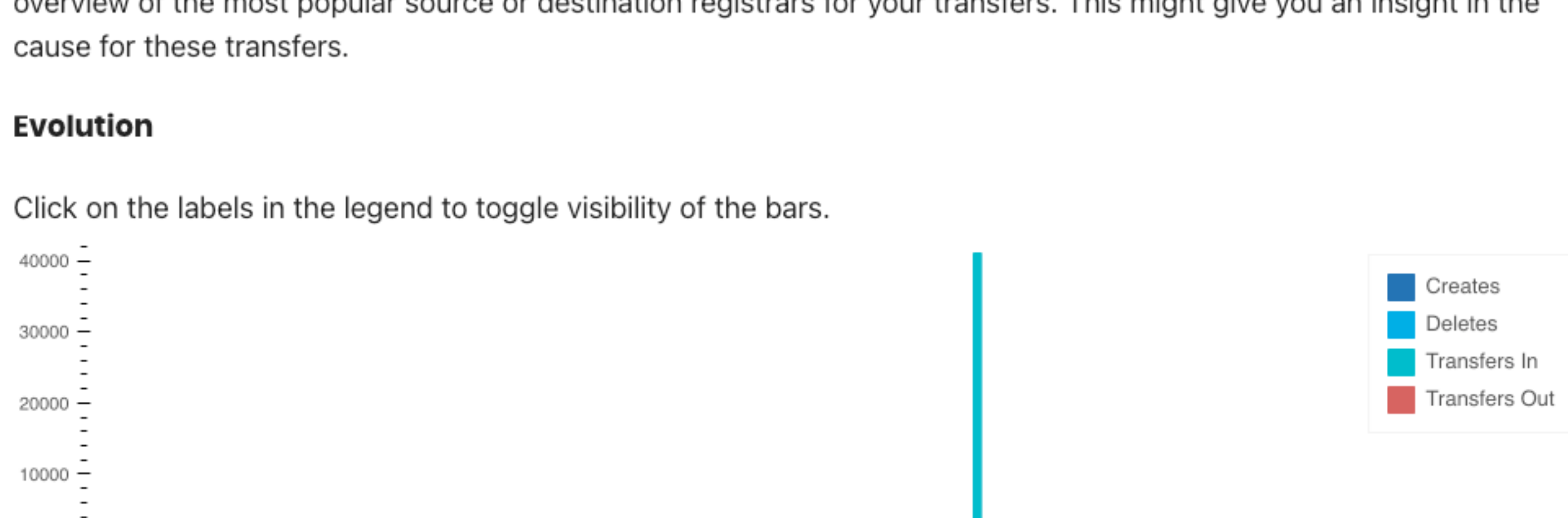
Goal

Evolution of the .be TLD in your portfolio.

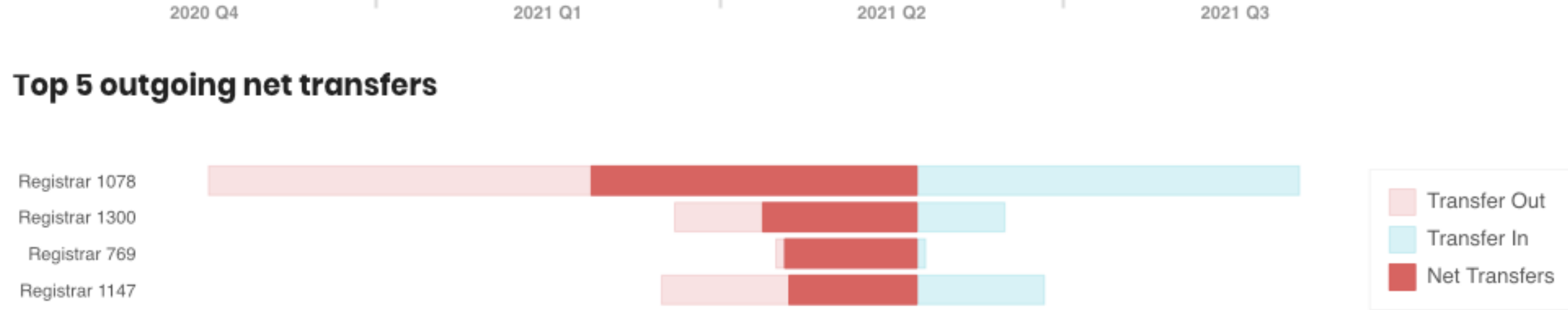
Creates and incoming transfers lead to growth. Decline is caused by deletes or outgoing transfers. You can see an overview of the most popular source or destination registrars for your transfers. This might give you an insight in the cause for these transfers.

Evolution

Click on the labels in the legend to toggle visibility of the bars.



Top 5 outgoing net transfers



Top 5 incoming net transfers



Support Cases

Goal

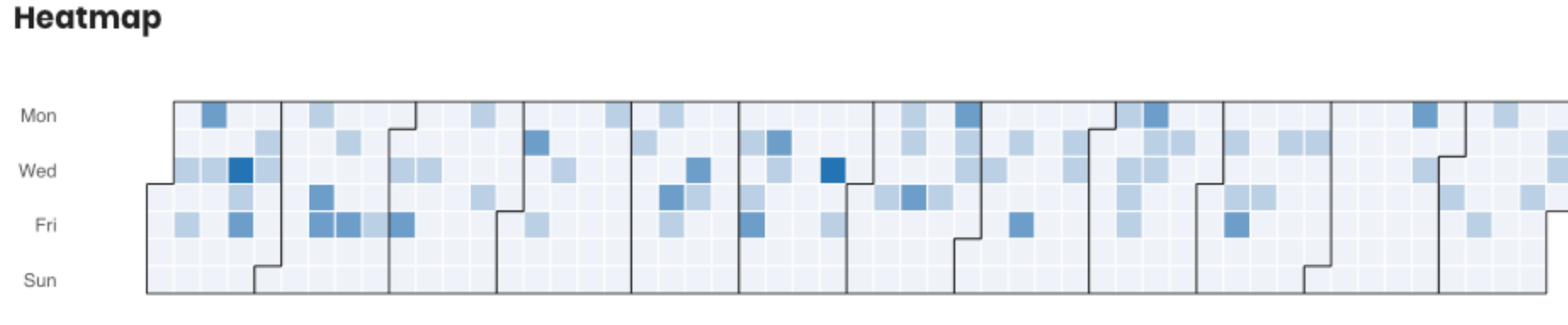
Number of support cases, triggered at DNS Belgium's support department by your registrants.

We count all support cases that can be assigned to you, e.g.: a domain name of your portfolio, a contact of yours, an employee of yours etc.

Monthly cases



Heatmap



Subject

Top 5 subjects of the last quarter

