

Neustar National Thousands-Block Pooling

CDRL 4.6.4.2

SYSTEM PERFORMANCE REPORT

FCC CONTRACT NO. CON 07000005

PERIOD OF PERFORMANCE: August 1 through August 31, 2010

Percent of Scheduled Time System was Available:	99.953%
Hours and Minutes of Possible PAS Availability:	744 hours
Hours and Minutes of Actual PAS Availability:	743 hours 39 minutes
Hours and Minutes of PAS Unavailability:	21 minutes
Number of Instances of PAS Unavailability:	1
Hours and Minutes of Scheduled Maintenance:	0
Hours and Minutes of Unscheduled Maintenance:	21 minutes

NOTE:

The PAS became briefly unavailable at 9:11 PM ET on Friday, August 13, during a routine maintenance event involving failing the Sterling PAS over to the Charlotte system. Although the PAS remained fully operational, the corporate DNS did not properly fail over, rendering the system inaccessible. We determined that the corporate DNS had been upgraded by corporate systems since the last failover, and the PAS user account had not been restored when the server was upgraded. To our knowledge this outage was discovered by us before it became customer-affecting. There were no customer complaints.