

AusRegistry EOM Report for General Release

High-Level Scorecard

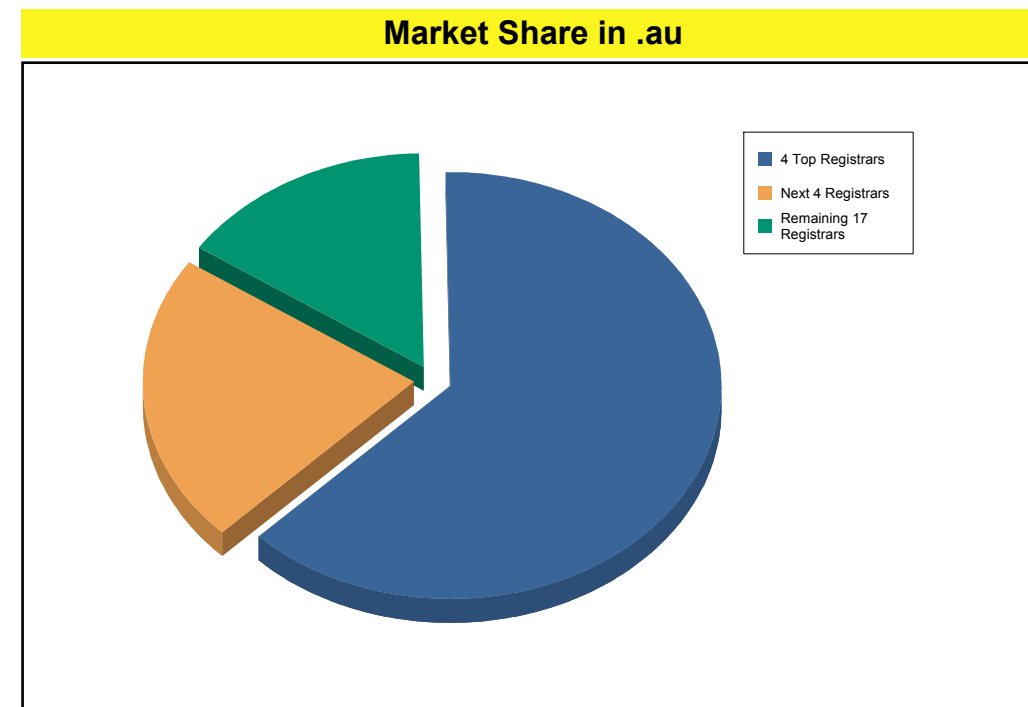
November-07

Domains					
	Score	%	Nov-07	Nov-06	Nov-05
Registrations	▲	13.90	27668	24291	20715
Transactions	▲	25.11	53045	42400	36459
Renewals	▲	41.25	20016	14171	12726
Drop-off	▼	99.16	8787	4412	6061
Total Domains					
.au	▲	26.57	1001025	790899	613951
com.au	▲	26.50	868648	686670	533368
net.au	▲	31.79	90125	68383	51211
org.au	▲	21.02	30641	25319	20498
asn.au	▲	9.85	3301	3005	2912
id.au	▲	10.48	8310	7522	5962

Registrars					
	Score	%	Nov-07	Oct-07	Sep-07
Accredited	▲	4.00	26	25	25
Provisional	▼	-12.50	7	8	4

Technical					
Performance Level*	Score	Registry	Name Service	Whols	Registry Portal
Service Availability	▲	100.00%	100.00%	100.00%	100.00%
Processing Time: Create, Update, Delete	▲	99.61%			
Processing Time: Check	▲	99.96%			
Update Frequency	▲		100.00%	100.00%	
Planned Outage Time	▲	0.00		0.00	
Extended Planned Outage Time	▲	0.00		0.00	
Planned Notification	▲	0.00		0.00	

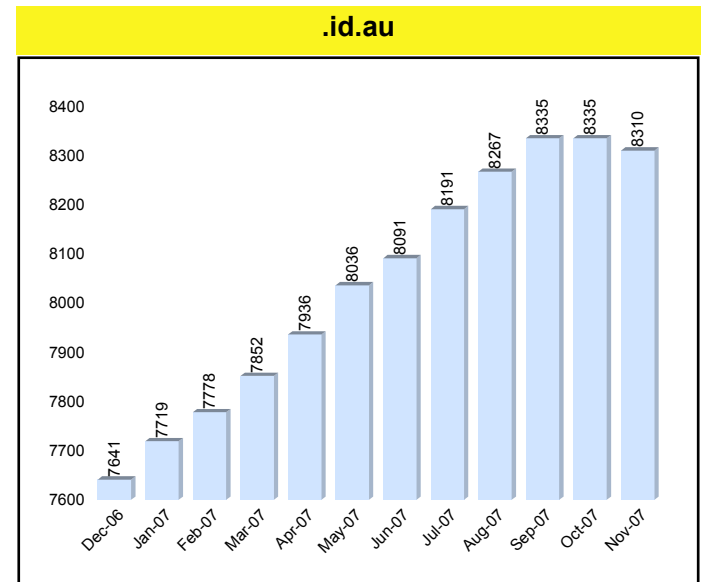
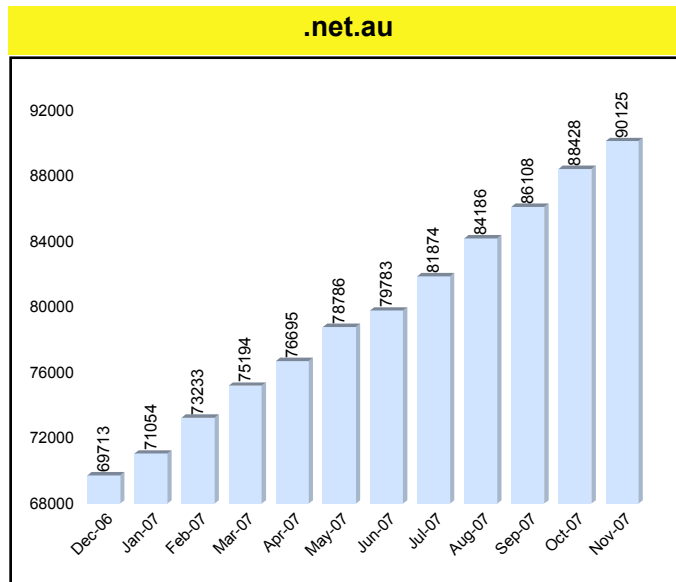
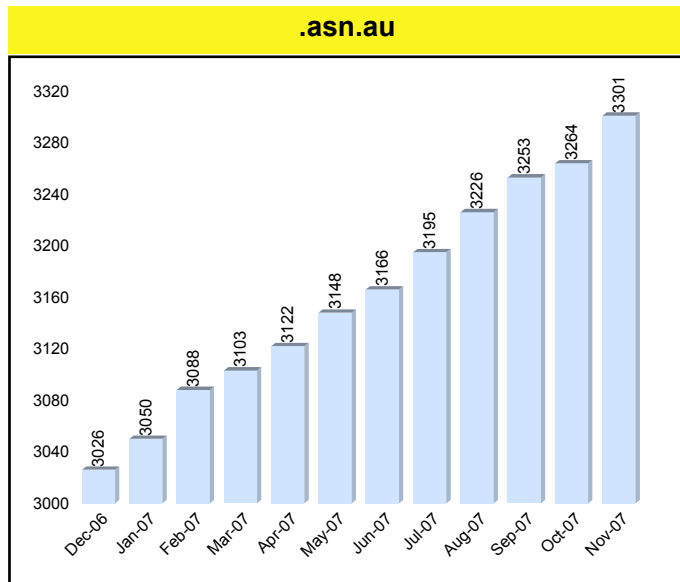
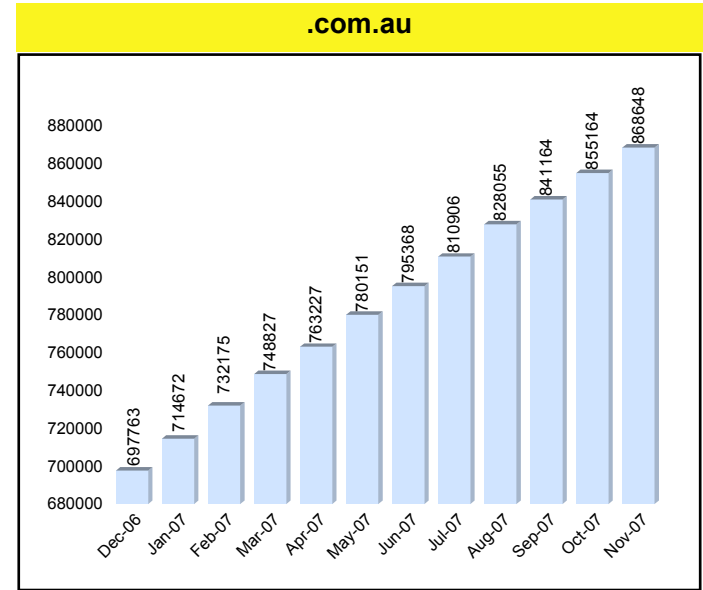
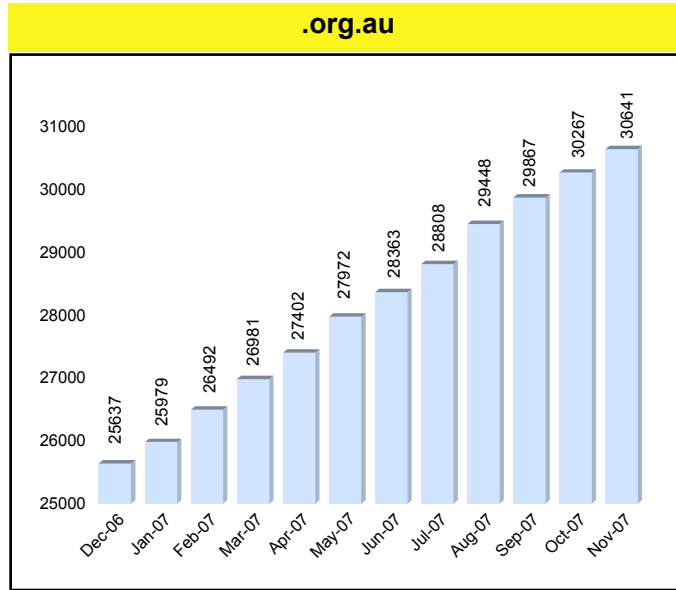
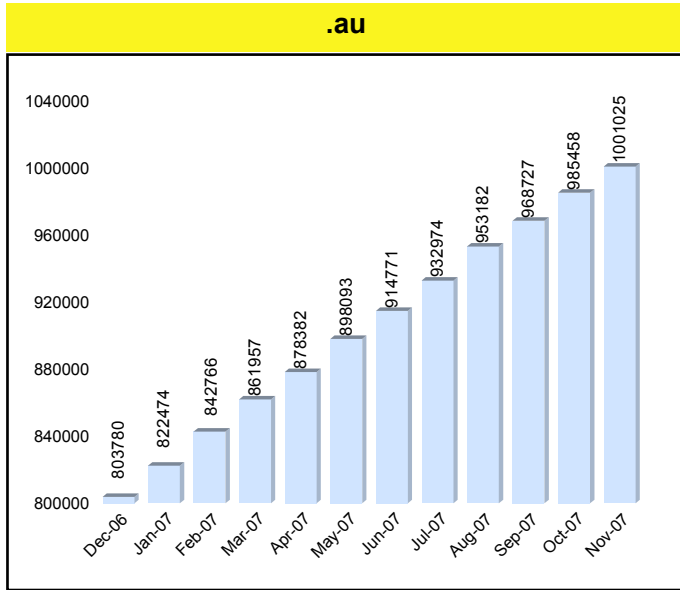
*AusRegistry's agreed minimum Service Levels are listed in 'Definitions'



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Total Domains Scorecard

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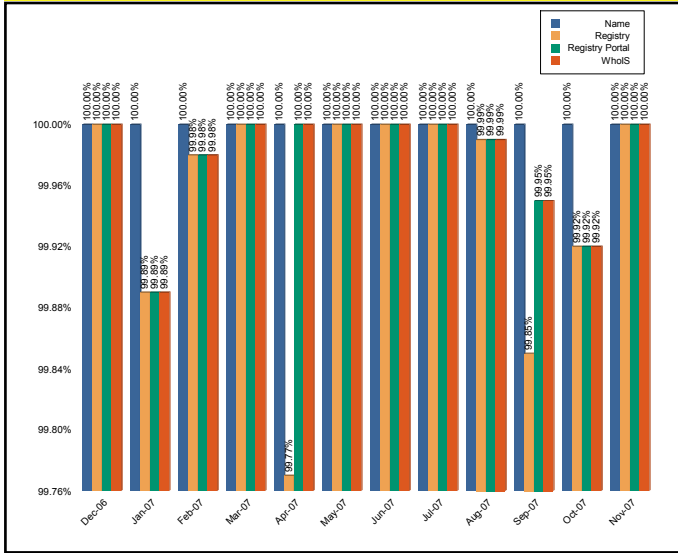


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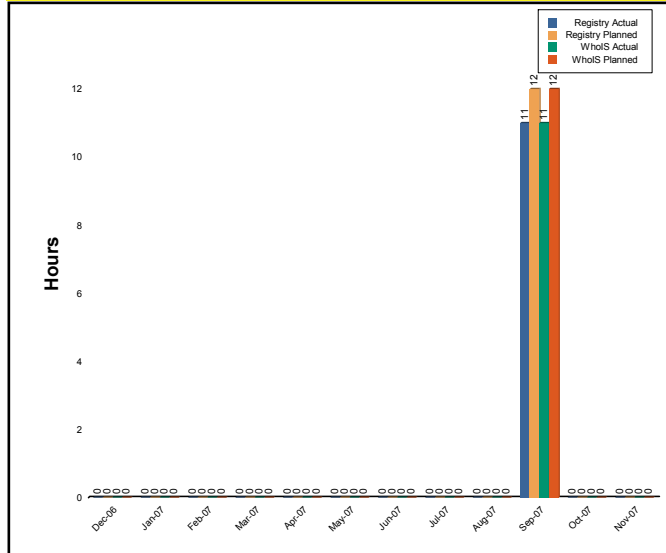
Detailed Technical Summary

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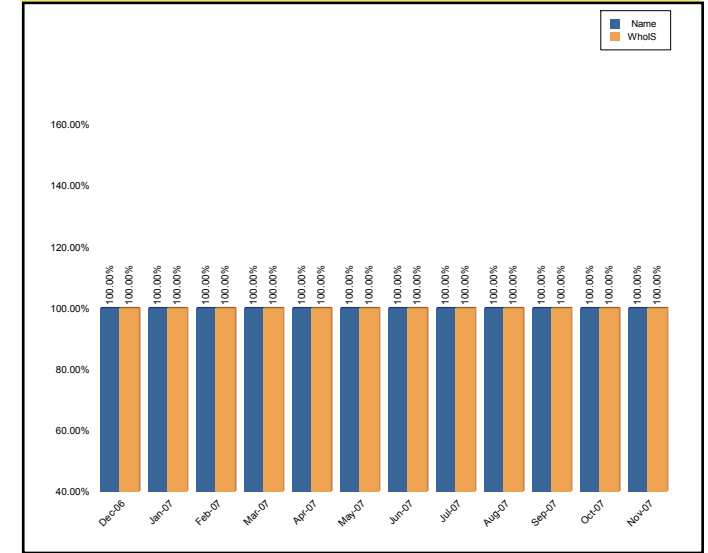
Service Availability



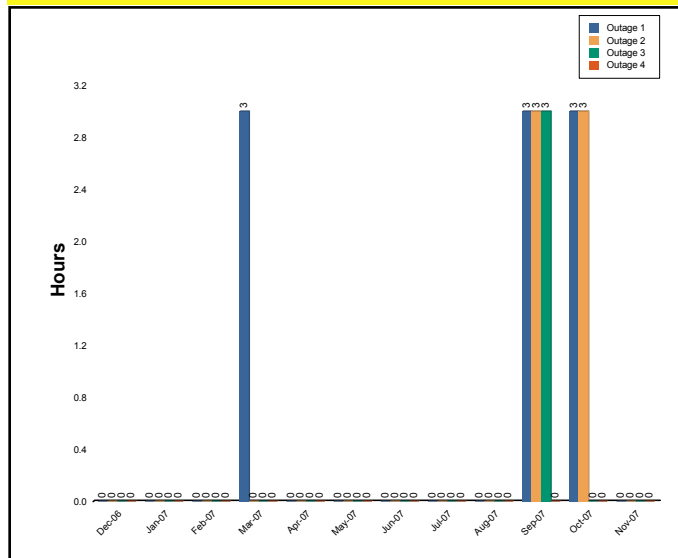
Extended Planned Outage



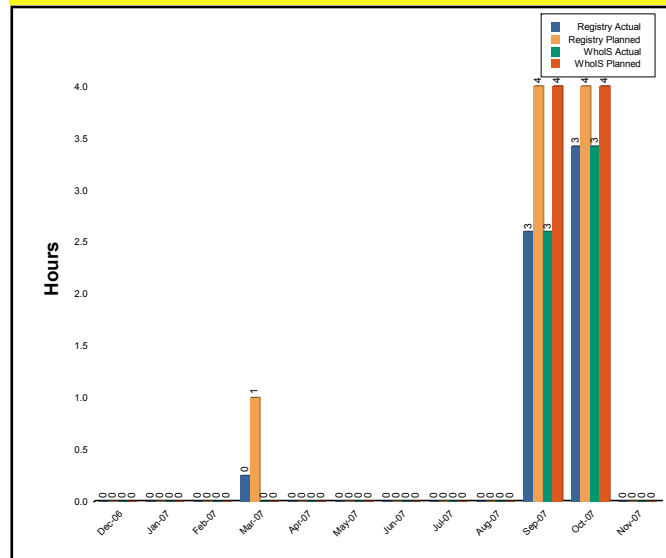
Update Frequency



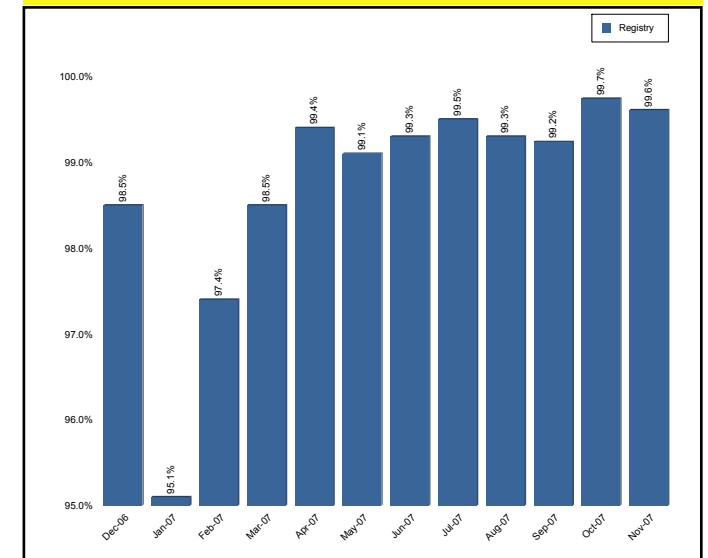
Notification



Planned Outage



Processing Time: Create, Update, Delete



* Since July 2006 only the create, update, delete processing time is graphically depicted

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Definitions

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Terms	Definitions
Cancel	Deletion of a domain within 3 days of creation. The charge for the Create is refunded.
Create	New domain created by a Registrar and has been charged for.
Delete	A domain that is deleted from the Registry before expiry date but at least three (3) days after the date of creation.
Drop-off	The total of domains that expired without renewal, or were deleted.
Expiry	Purged from the Registry 30 days after expiry date.
Purge	The removal of domains from the registry database after expiry.
Registration	Domains Created less Cancelled Creates.
Renewal	Domain is renewed for another two-year term, within ninety days before or 30 days after expiry date.
Transactions	The Transactions shown are those incurring non-refundable fees paid by Registrars to AusRegistry. Note that the transactions are only counted at completion, and thus may vary slightly from the revenue statements.
Transfers In	When a Registrar takes ownership of a domain from another Registrar. This is inclusive of free transfers. Charged at time of request. The expiry date is increased by two years from the approval date.
Transfers Out	When a Registrar loses ownership of a domain to another Registrar.

Performance, Specification, Description	Service Level Agreement (SLA)
Registry	99.9 %
Name Service	100.0 %
Whols	99.9 %
Registry Portal	99.0 %
Processing Time: Create, Update, Delete	95.0 %
Processing Time: Check	95.0 %
Update Frequency	95.0 %
Planned Outage Time	4.0 hours
Extended Planned Outages	12.0 hours
Planned Notification	3.0 days

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