

AusRegistry EOM Report for General Release

High-Level Scorecard

February-08

Domains

| | Score | % | Feb-08 | Feb-07 | Feb-06 |
|----------------------|-------|-------|----------------|--------|--------|
| Registrations | ▲ | 39.35 | 35803 | 25692 | 18111 |
| Transactions | ▲ | 36.93 | 63474 | 46356 | 34737 |
| Renewals | ▲ | 35.44 | 21999 | 16243 | 13320 |
| Drop-off | ▼ | 39.05 | 7489 | 5386 | 5532 |
| Total Domains | | | | | |
| .au | ▲ | 26.35 | 1064867 | 842766 | 645555 |
| com.au | ▲ | 26.07 | 923026 | 732175 | 560504 |
| net.au | ▲ | 33.51 | 97777 | 73233 | 54217 |
| org.au | ▲ | 20.92 | 32033 | 26492 | 21579 |
| asn.au | ▲ | 9.81 | 3391 | 3088 | 2970 |
| id.au | ▲ | 11.08 | 8640 | 7778 | 6285 |

Registrars

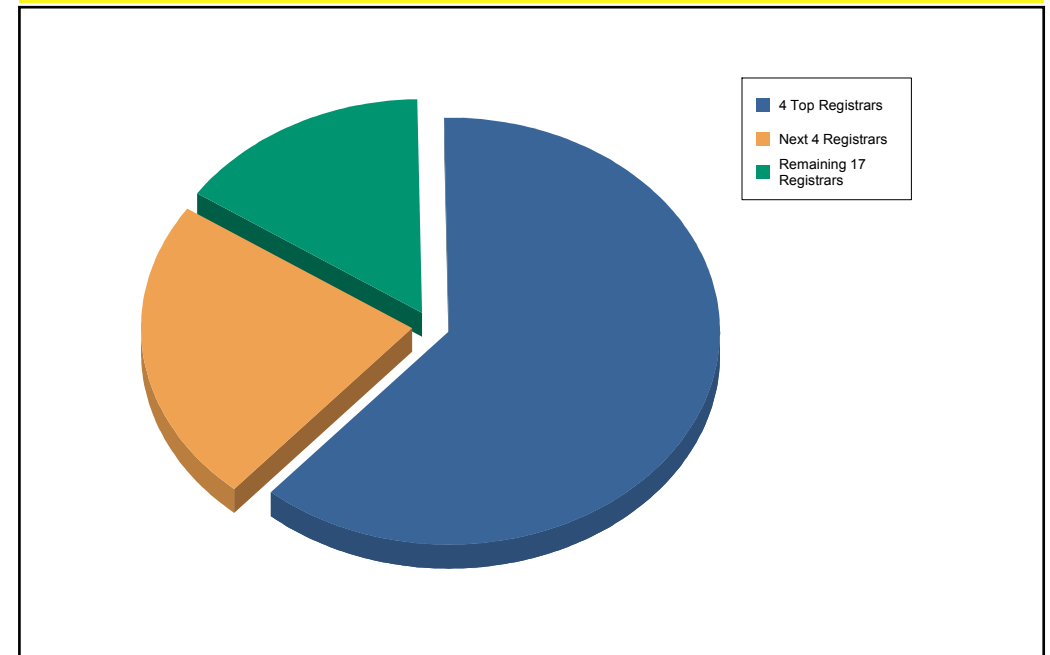
| | Score | % | Feb-08 | Jan-08 | Dec-07 |
|--------------------|-------|------|-----------|--------|--------|
| Accredited | ● | 0.00 | 26 | 26 | 26 |
| Provisional | ● | 0.00 | 7 | 7 | 7 |

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 | ▲ | 99.42% | | | |
| Processing Time: Check | ▲ | 100.00% | | | |
| Update Frequency | ▲ | | 100.00% | 100.00% | |
| Planned Outage Time | ▲ | 0.43 | | 0.43 | |
| Extended Planned Outage Time | ▲ | 0.00 | | 0.00 | |
| Planned Notification | ● | 3.00 | | 3.00 | |

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

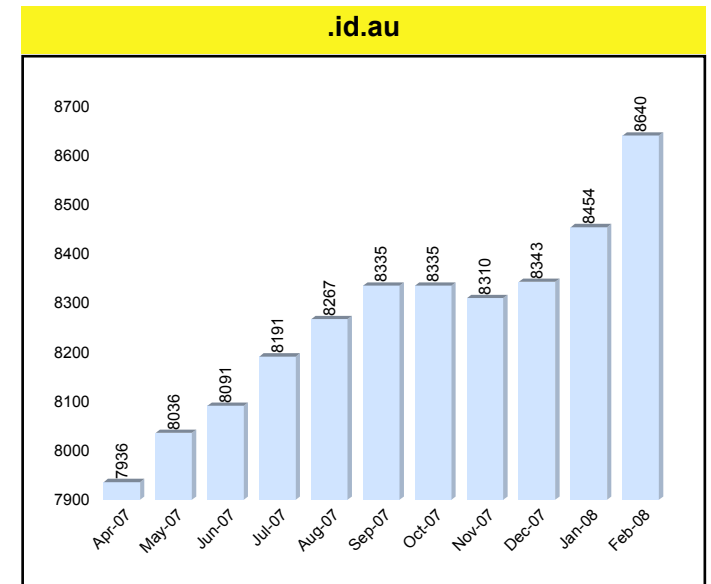
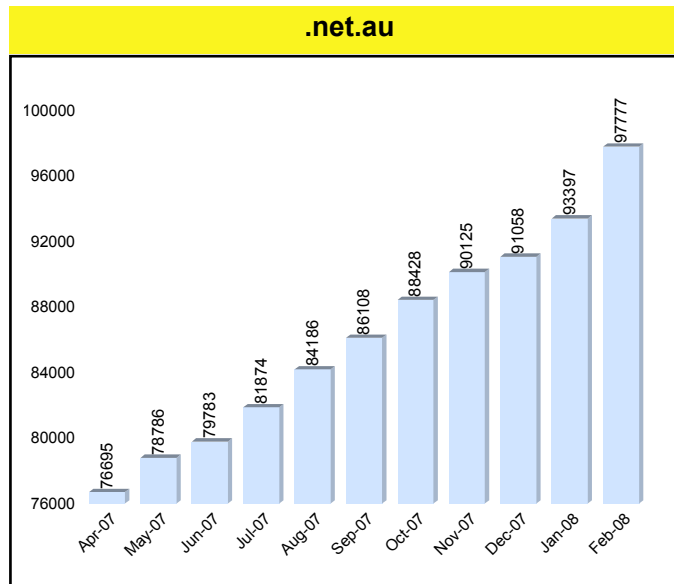
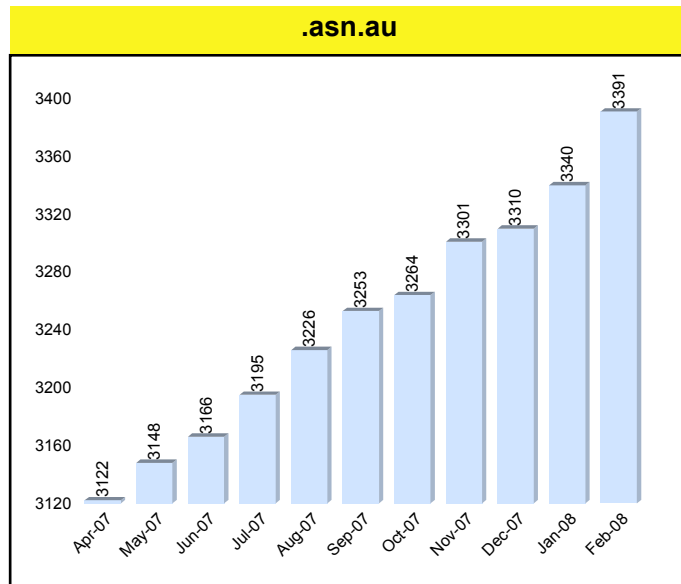
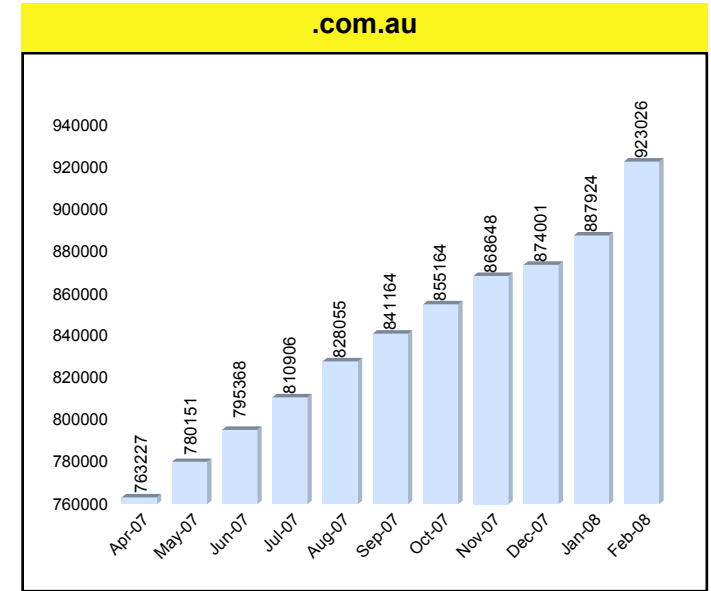
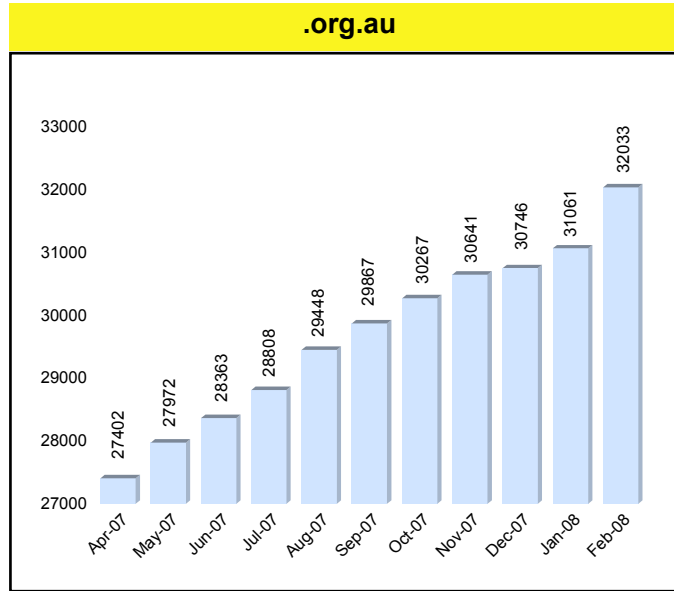
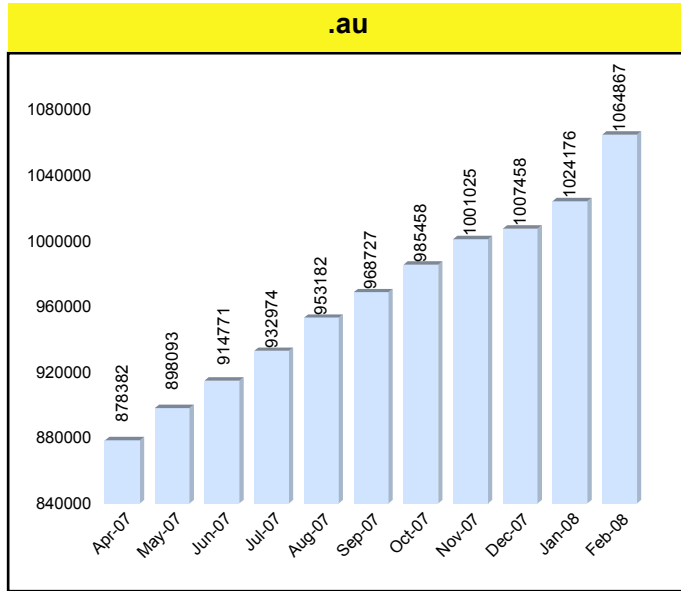
Market Share in .au



AusRegistry EOM Report for General Release

Total Domains Scorecard

February-08

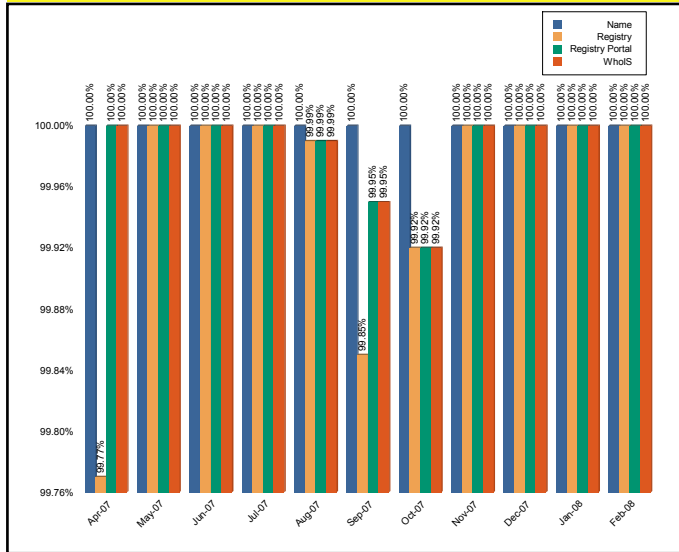


AusRegistry EOM Report for General Release

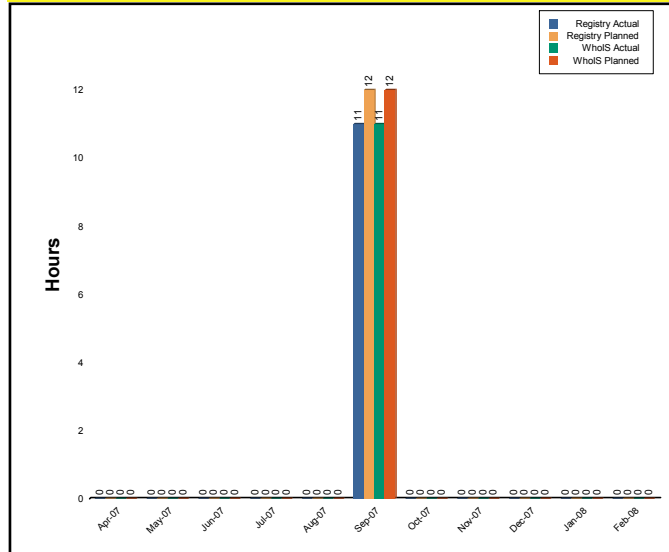
Detailed Technical Summary

February-08

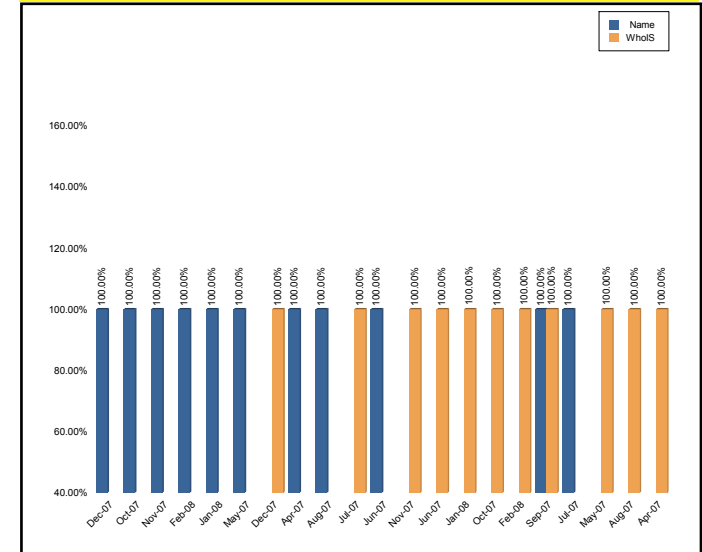
Service Availability



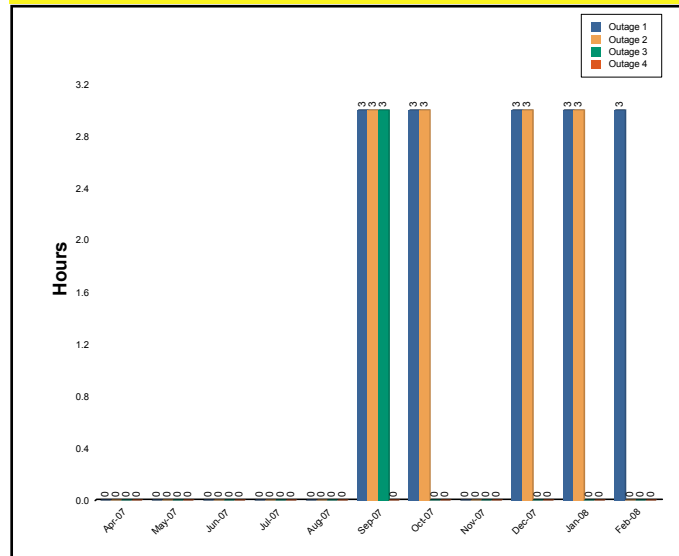
Extended Planned Outage



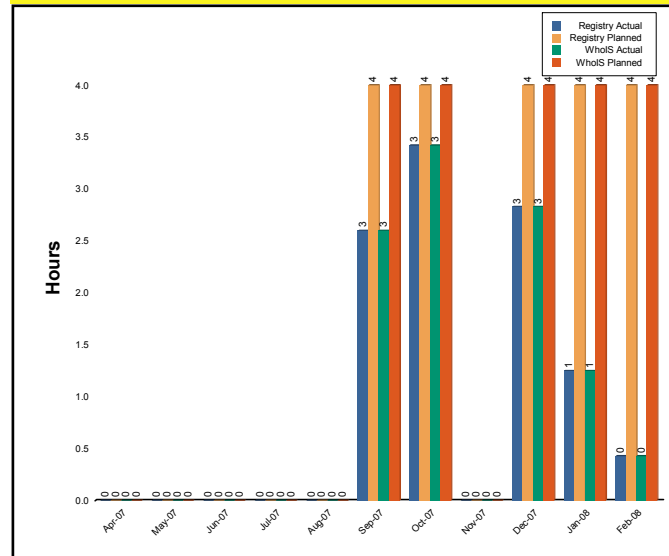
Update Frequency



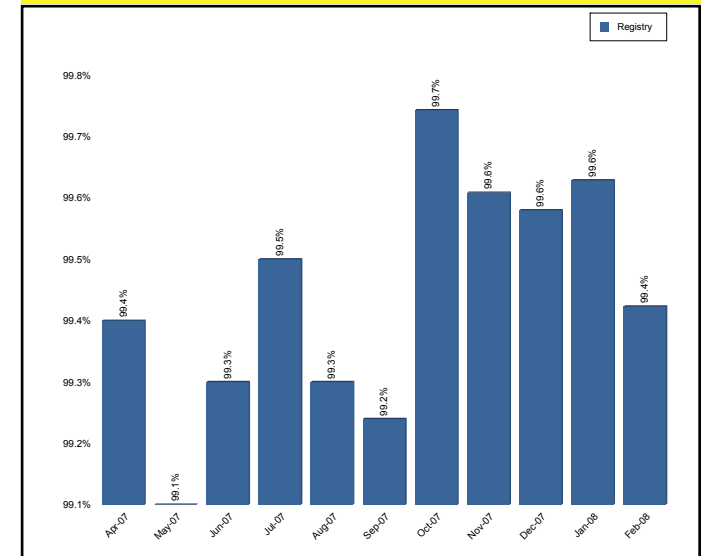
Notification



Planned Outage



Processing Time: Create, Update, Delete



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

AusRegistry EOM Report for General Release

Definitions

February-08

| 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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February-08

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