

AusRegistry EOM Report for General Release

High-Level Scorecard

April-08

Domains

	Score	%	Apr-08	Apr-07	Apr-06
Registrations	▲	57.82	37938	24039	17272
Transactions	▲	45.12	66959	46142	33104
Renewals	▲	29.86	23997	18479	12694
Drop-off	▼	39.58	10628	7614	5805
Total Domains					
.au	▲	27.21	1117393	878382	671200
com.au	▲	26.88	968398	763227	582458
net.au	▲	35.31	103775	76695	56825
org.au	▲	20.33	32974	27402	22409
asn.au	▲	9.93	3432	3122	3007
id.au	▲	11.06	8814	7936	6501

Registrars

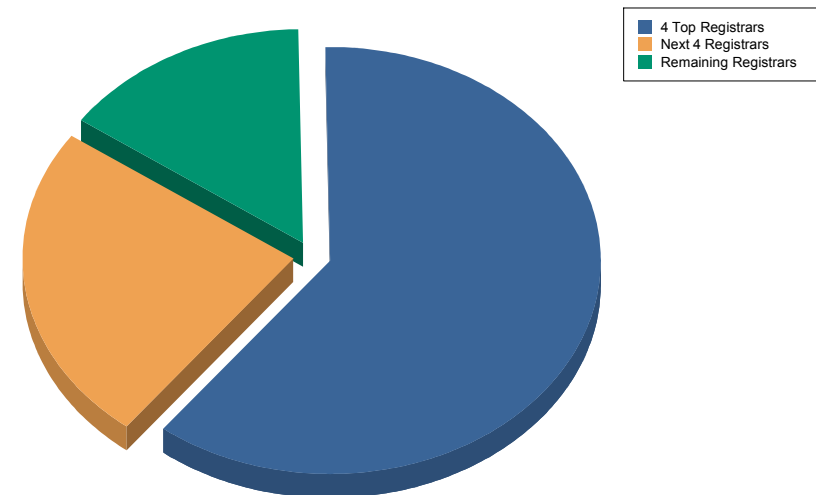
	Score	%	Apr-08	Mar-08	Feb-08
Accredited	●	0.00	27	27	26
Provisional	●	0.00	6	6	7

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	▲	99.66%			
Processing Time: Check	▲	100.00%			
Update Frequency	▲		100.00%	100.00%	
Planned Outage Time	▲	3.00		3.00	
Extended Planned Outage Time	▲	0.00		0.00	
Planned Notification	●	3.00		3.00	

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

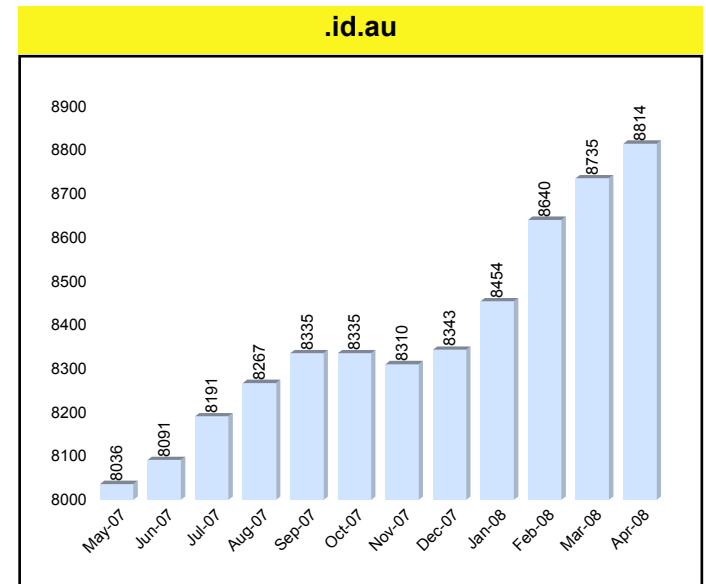
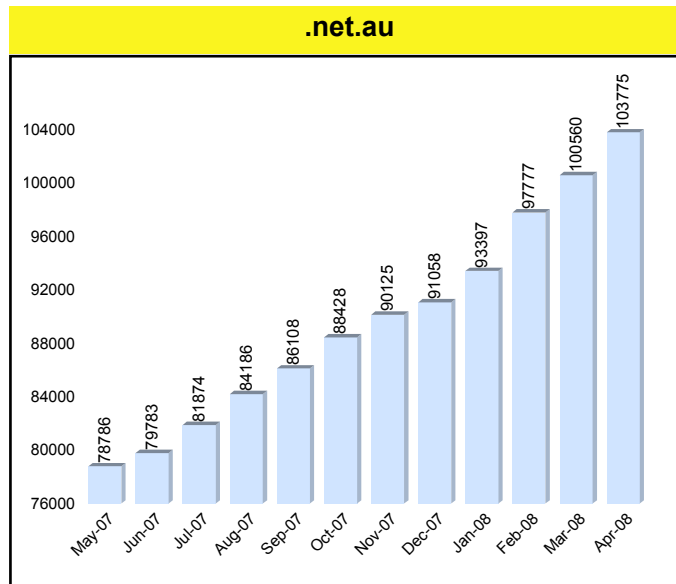
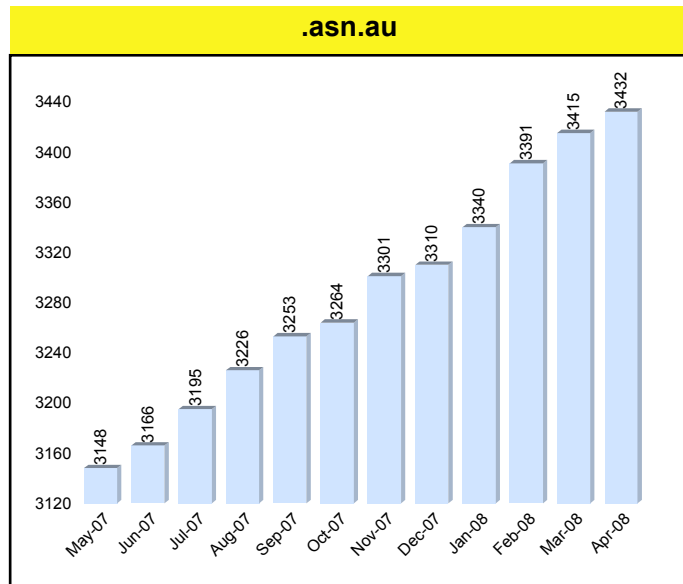
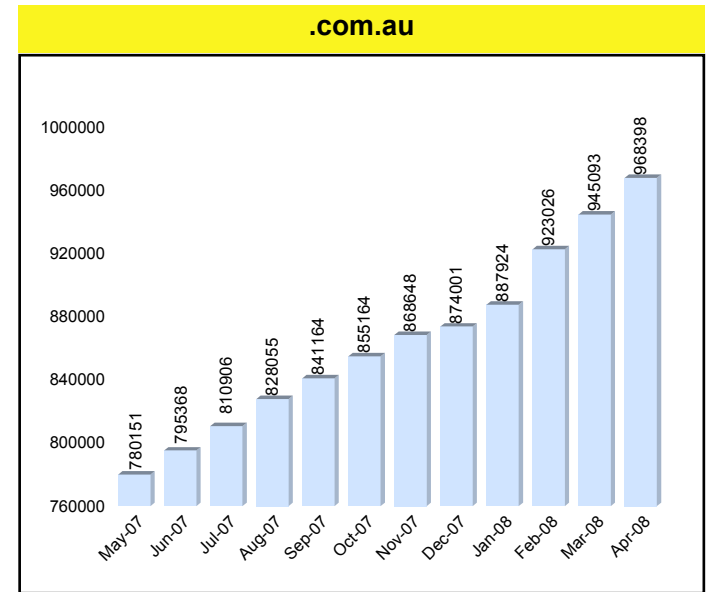
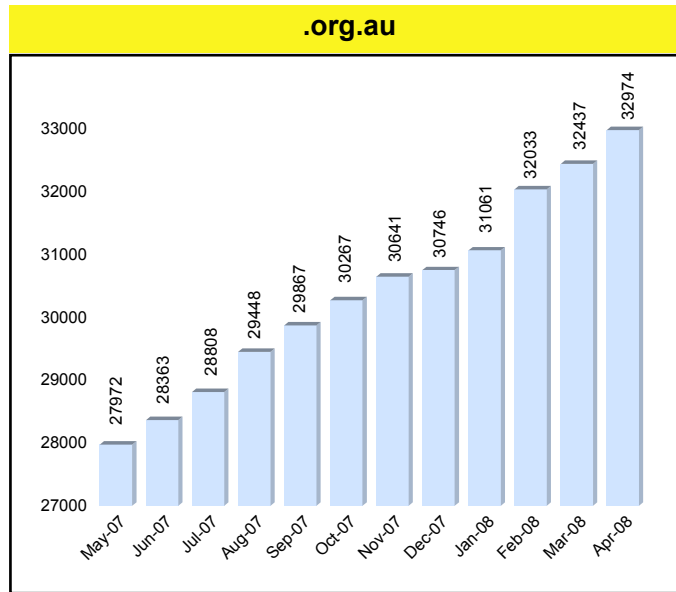
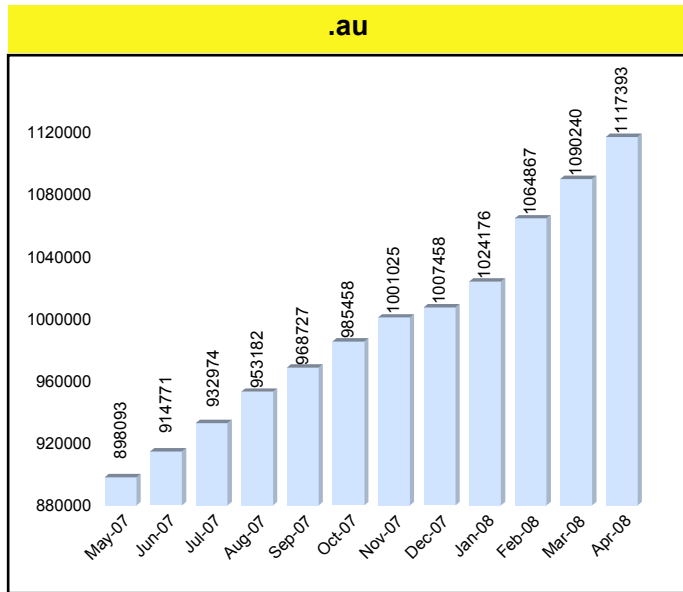
Market Share in .au



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Total Domains Scorecard

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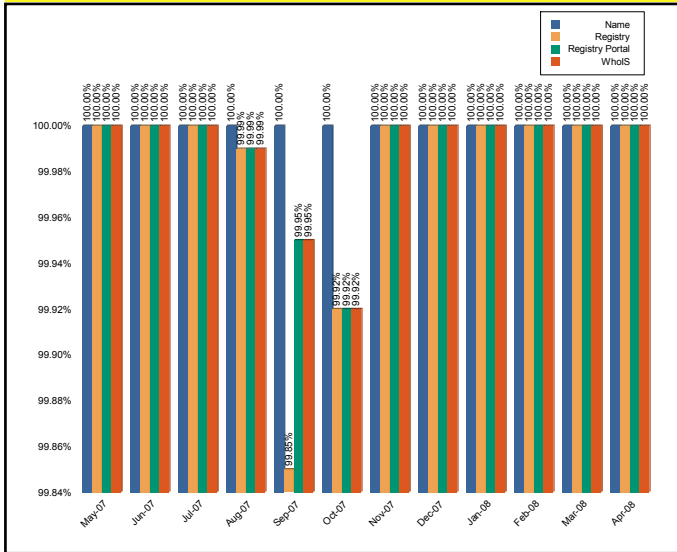


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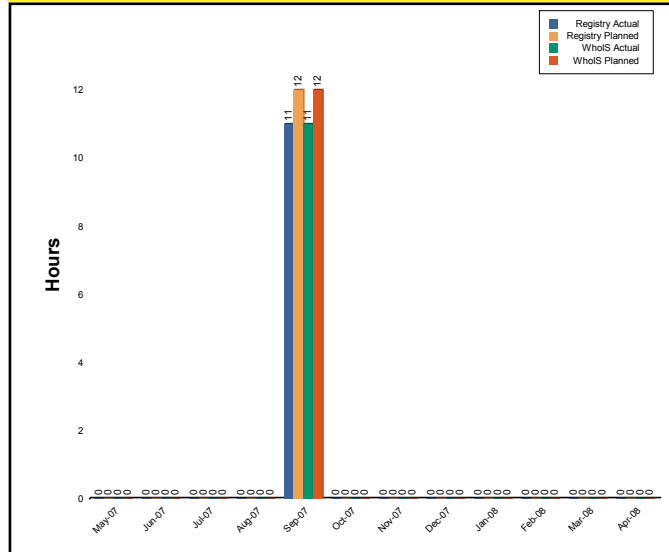
Detailed Technical Summary

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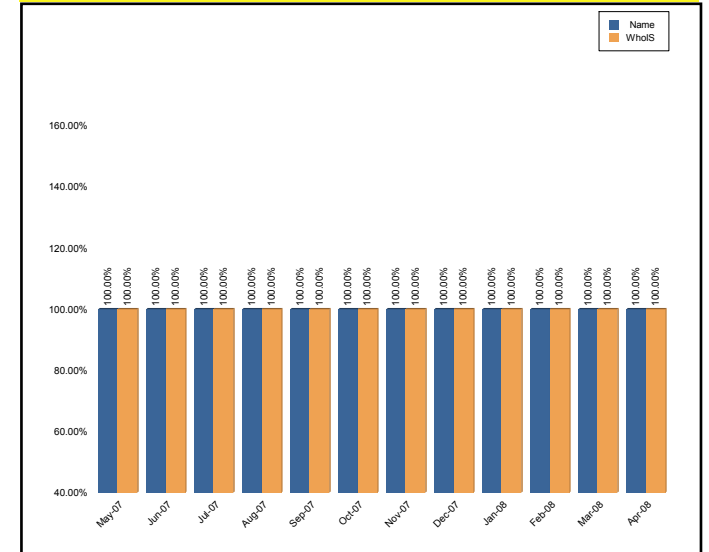
Service Availability



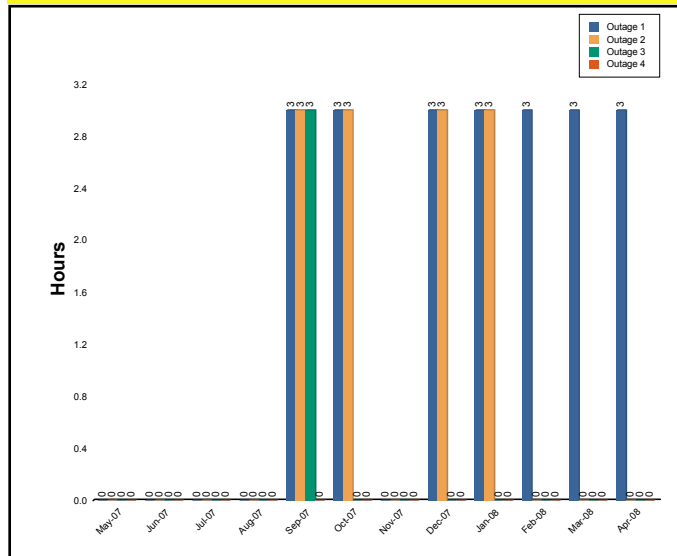
Extended Planned Outage



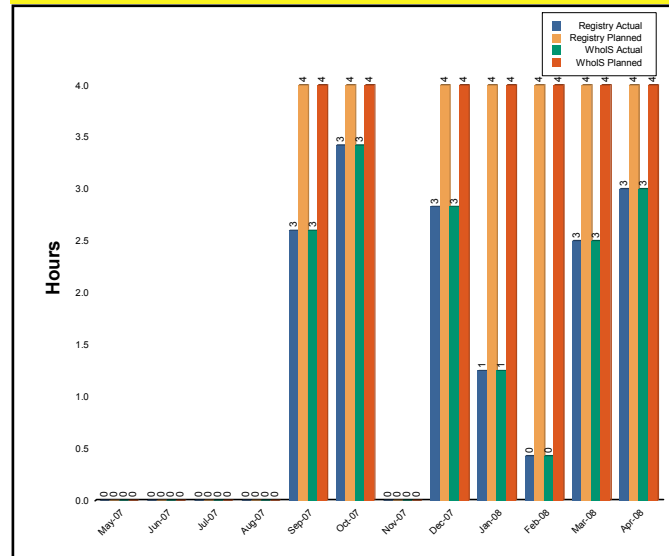
Update Frequency



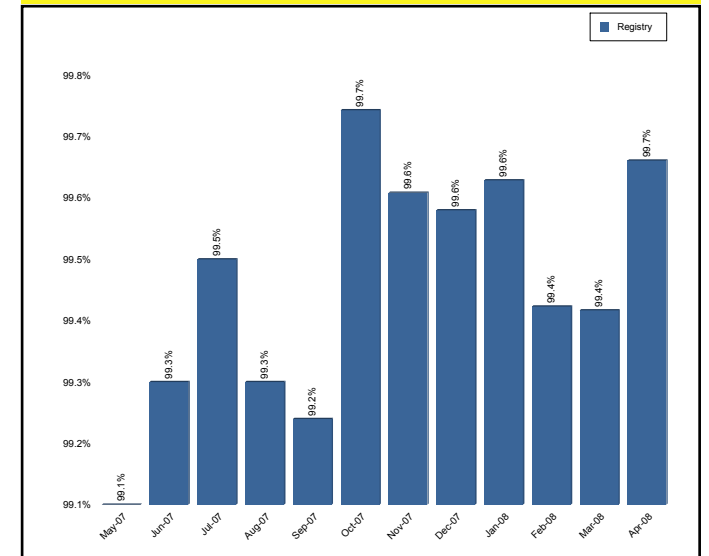
Notification



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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