

# AusRegistry EOM Report for General Release

## High-Level Scorecard

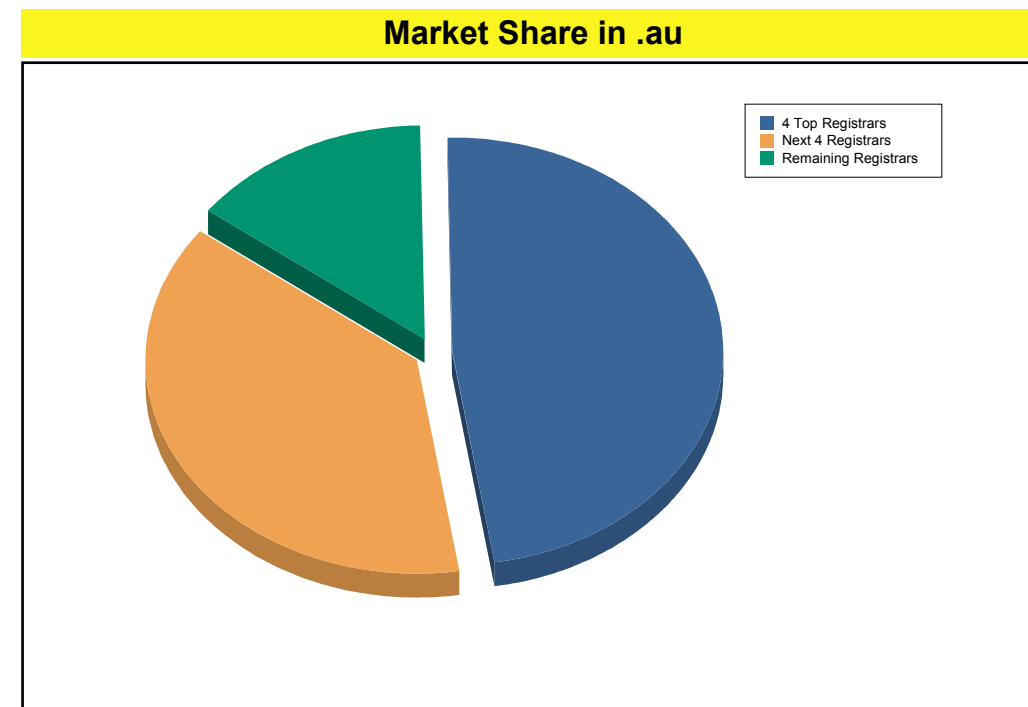
November-08

Domains					
	Score	%	Nov-08	Nov-07	Nov-06
<b>Registrations</b>	▼	-0.36	<b>27569</b>	27668	24291
<b>Transactions</b>	▲	7.40	<b>56971</b>	53045	42400
<b>Renewals</b>	▲	21.57	<b>24334</b>	20016	14171
<b>Registrant Transfers</b>	▲	100.00	<b>397</b>	0	0
<b>Drop-off</b>	▼	26.22	<b>11091</b>	8787	4412
<b>Total Domains</b>					
<b>.au</b>	▲	27.38	<b>1275088</b>	1001025	790899
<b>com.au</b>	▲	26.82	<b>1101593</b>	868648	686670
<b>net.au</b>	▲	37.96	<b>124336</b>	90125	68383
<b>org.au</b>	▲	18.53	<b>36318</b>	30641	25319
<b>asn.au</b>	▲	7.03	<b>3533</b>	3301	3005
<b>id.au</b>	▲	12.01	<b>9308</b>	8310	7522

Registrars					
	Score	%	Nov-08	Oct-08	Sep-08
<b>Accredited</b>	▲	3.57	<b>29</b>	28	28
<b>Provisional</b>	▼	-40.00	<b>3</b>	5	5

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	▲	99.98%			
Processing Time: Check	▲	99.99%			
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	

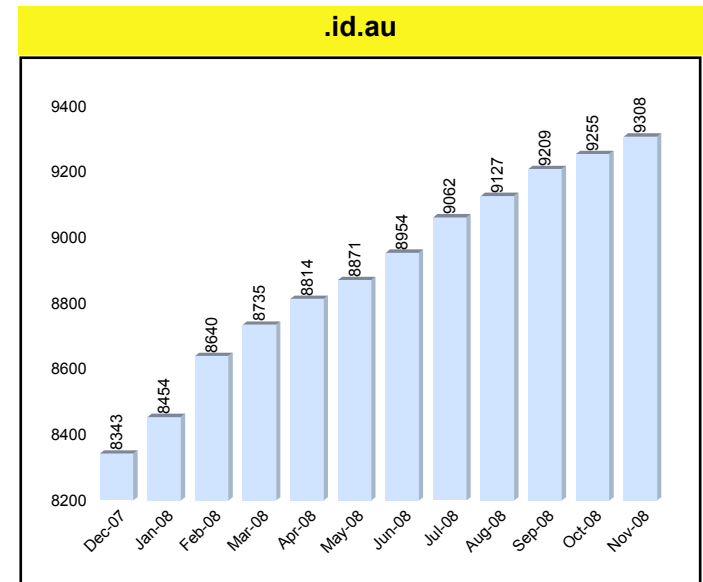
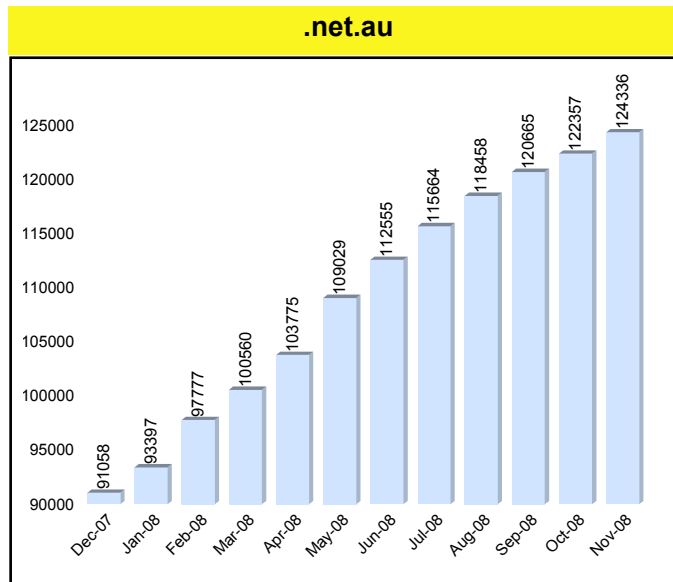
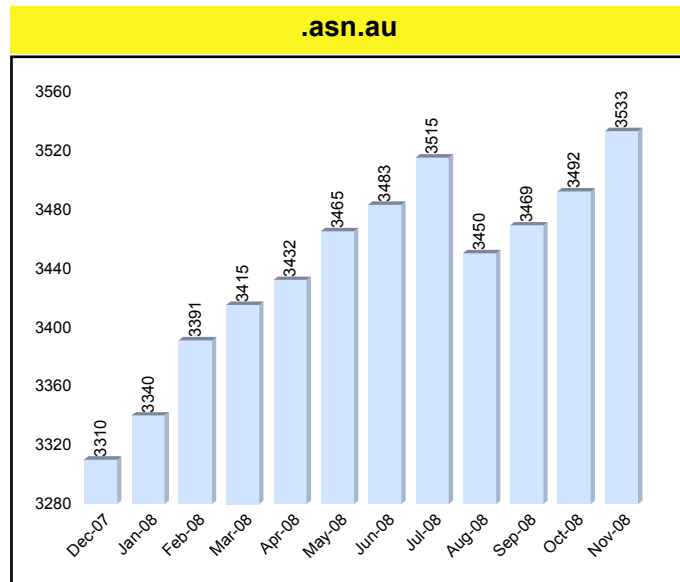
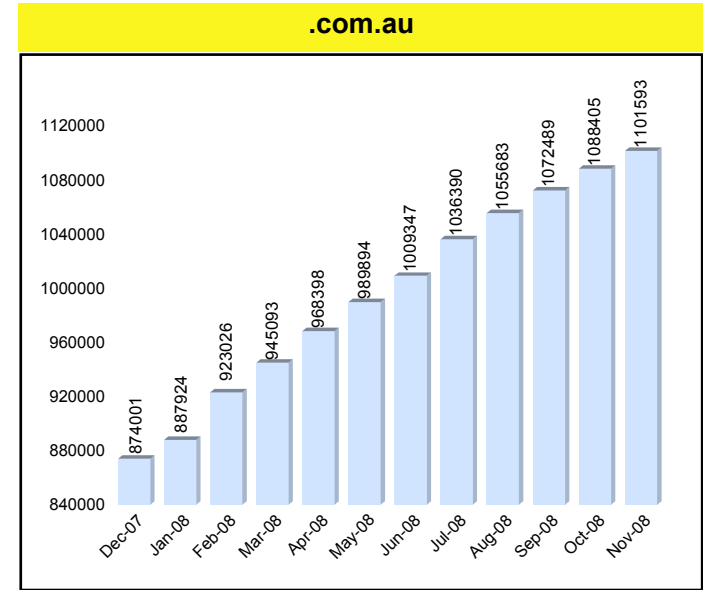
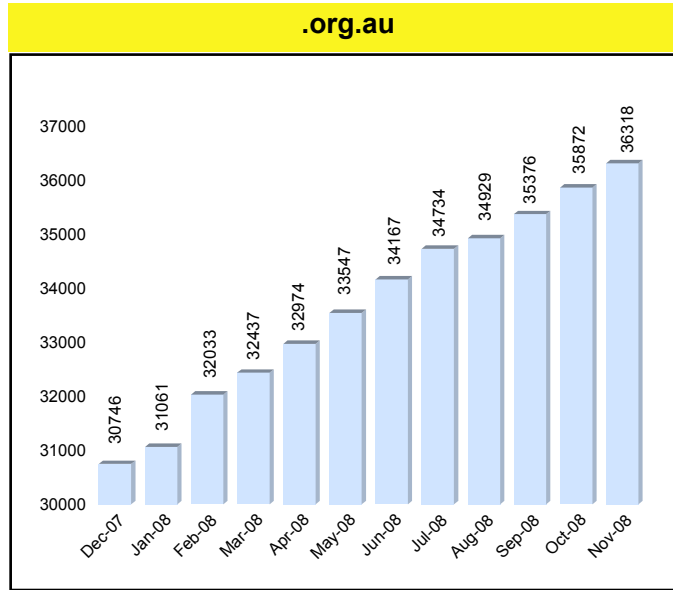
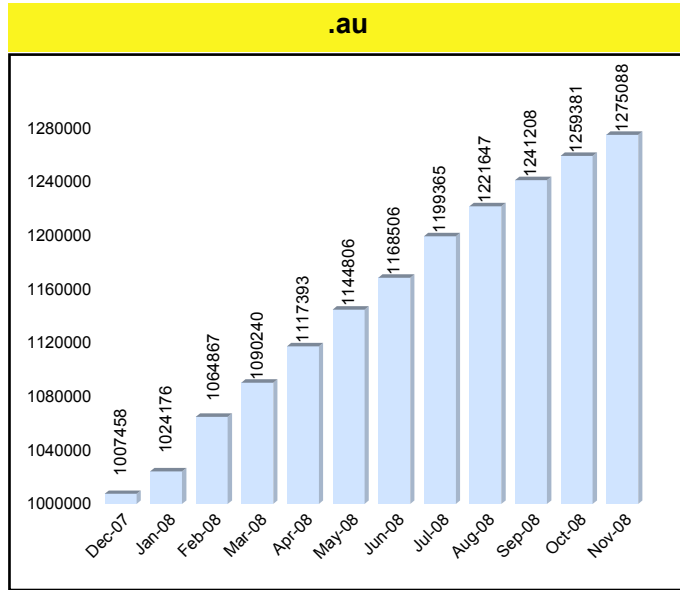
\*AusRegistry's agreed minimum Service Levels are listed in 'Definitions'



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## Total Domains Scorecard

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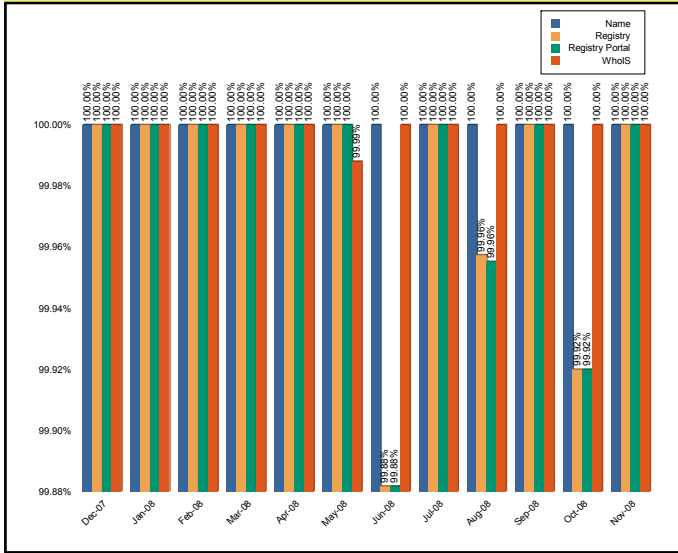


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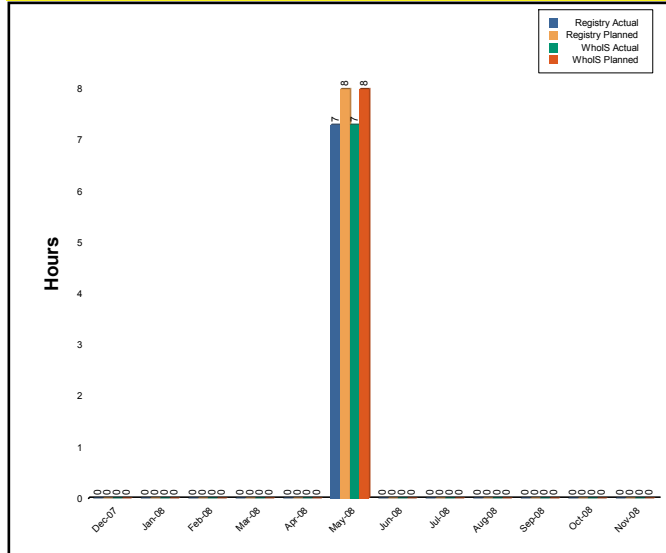
## Detailed Technical Summary

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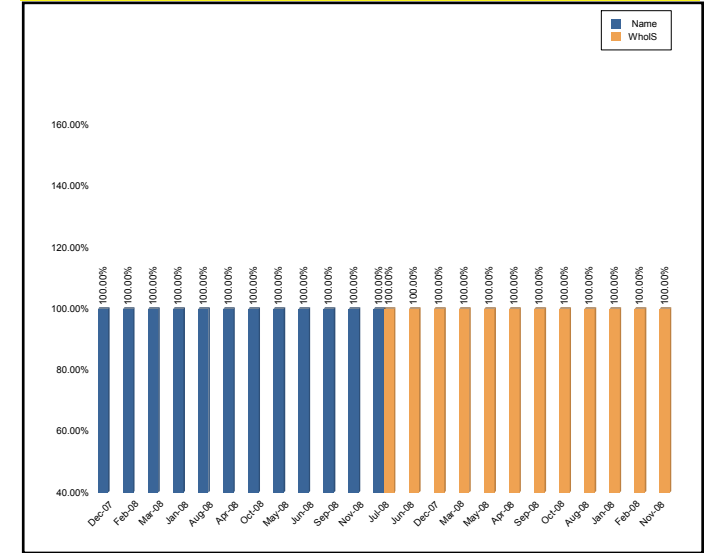
### Service Availability



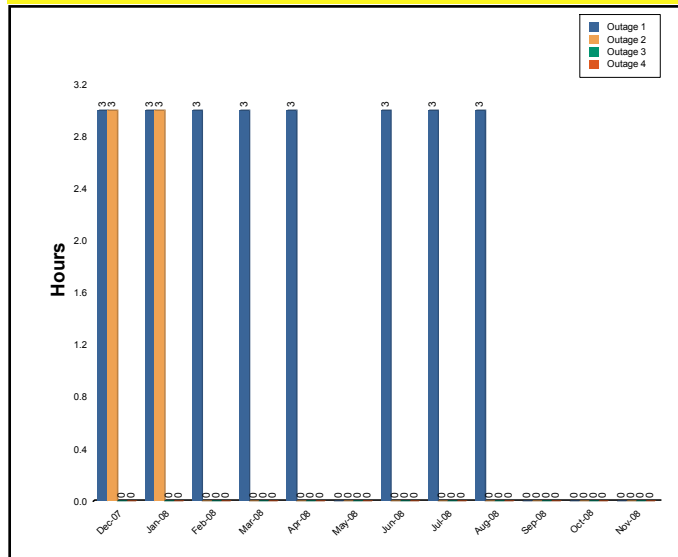
### Extended Planned Outage



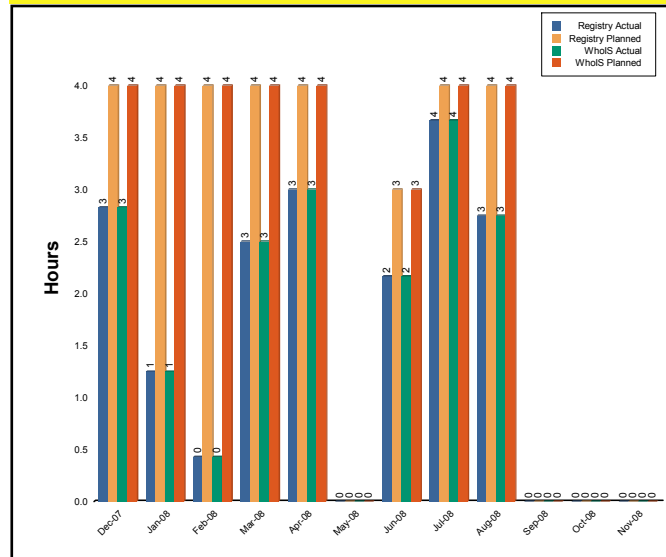
### Update Frequency



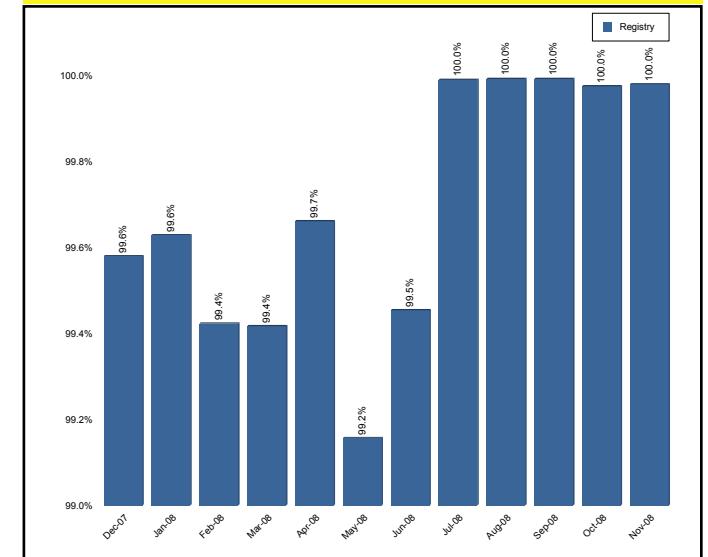
### Notification



### 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
<b>Cancel</b>	Deletion of a domain within 3 days of creation. The charge for the Create is refunded.
<b>Create</b>	New domain created by a Registrar and has been charged for.
<b>Delete</b>	A domain that is deleted from the Registry before expiry date but at least three (3) days after the date of creation.
<b>Drop-off</b>	The total of domains that expired without renewal, or were deleted.
<b>Expiry</b>	Purged from the Registry 30 days after expiry date.
<b>Purge</b>	The removal of domains from the registry database after expiry.
<b>Registration</b>	Domains Created less Cancelled Creates.
<b>Renewal</b>	Domain is renewed for another two-year term, within ninety days before or 30 days after expiry date.
<b>Transactions</b>	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.
<b>Transfers In</b>	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.
<b>Transfers Out</b>	When a Registrar loses ownership of a domain to another Registrar.
<b>Registrant Transfer</b>	The license to a domain has been transferred from one registrant to another and has not since been reversed.

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

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*November-08*

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