

AusRegistry EOM Report for General Release

High-Level Scorecard

May-09

Domains

	Score	%	May-09	May-08	May-07
Registrations	▲	4.79	38566	36803	27142
Transactions	▲	62.15	116045	71565	52897
Renewals	▲	6.59	31010	29093	21141
Registrant Transfers	▲	100.00	479	0	0
Drop-off	▼	28.74	12220	9492	7429
Total Domains					
.au	▲	21.59	1392005	1144806	898093
com.au	▲	21.25	1200272	989894	780151
net.au	▲	26.12	137504	109029	78786
org.au	▲	21.31	40697	33547	27972
asn.au	▲	8.98	3776	3465	3148
id.au	▲	9.98	9756	8871	8036

Registrars

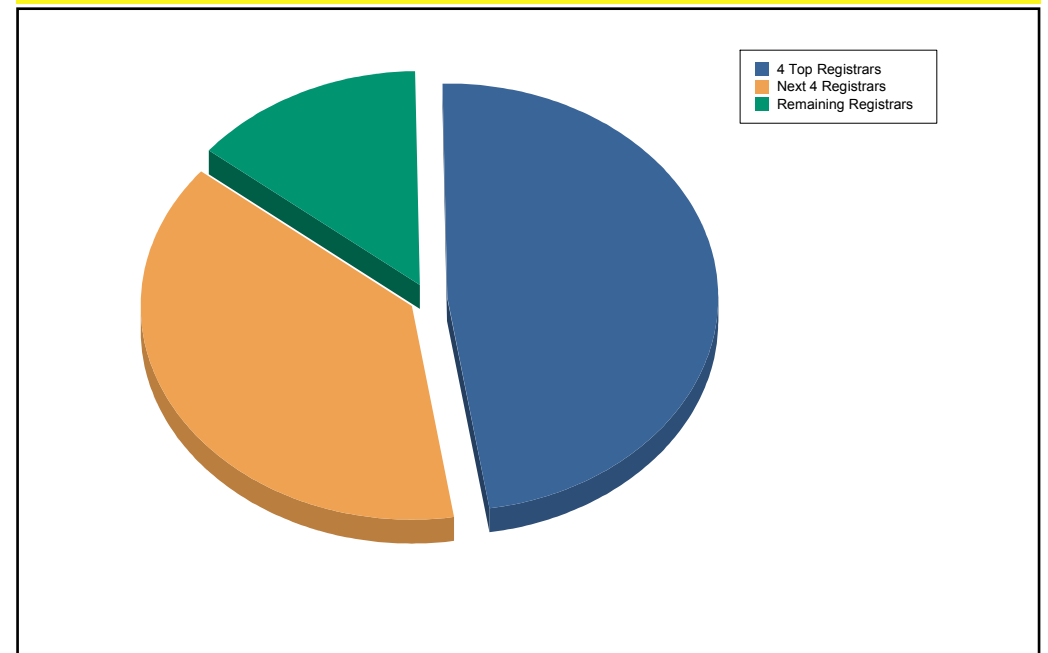
	Score	%	May-09	Apr-09	Mar-09
Accredited	▲	3.45	30	29	29
Provisional	▼	-33.33	2	3	3

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'

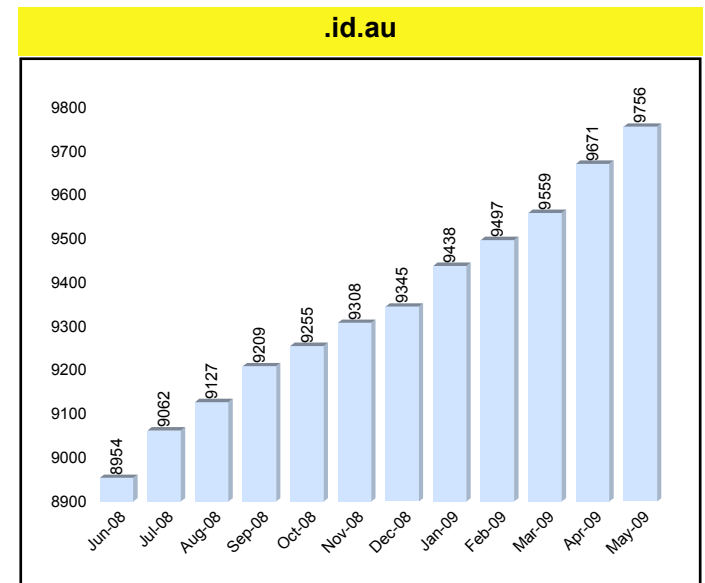
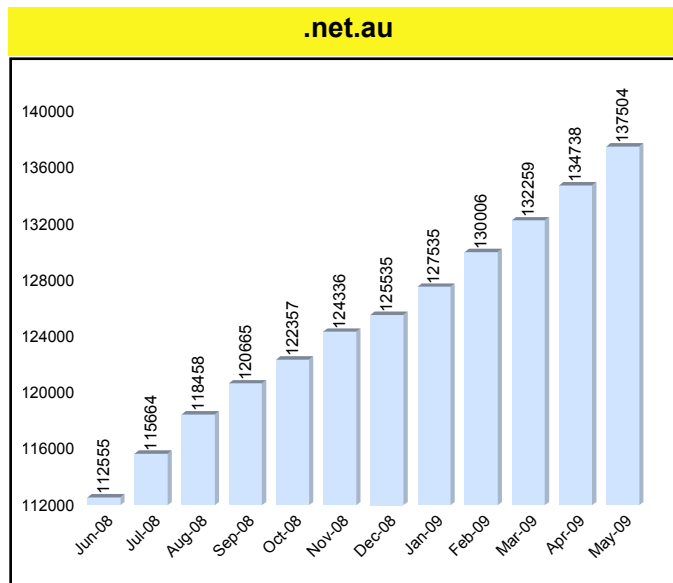
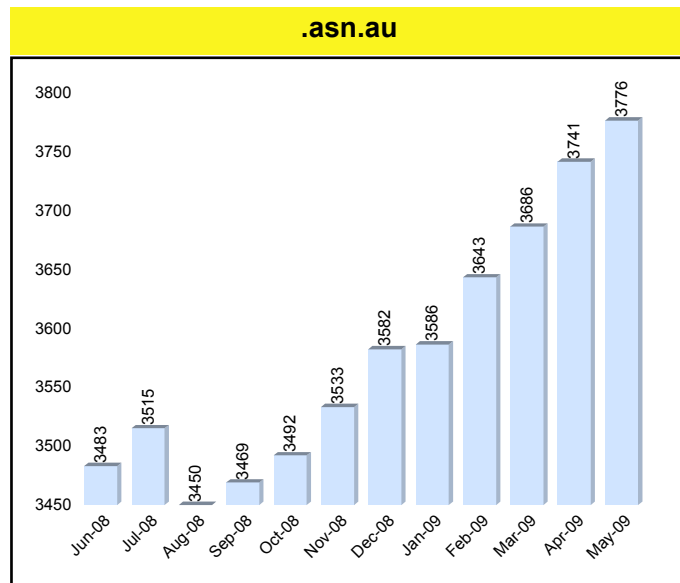
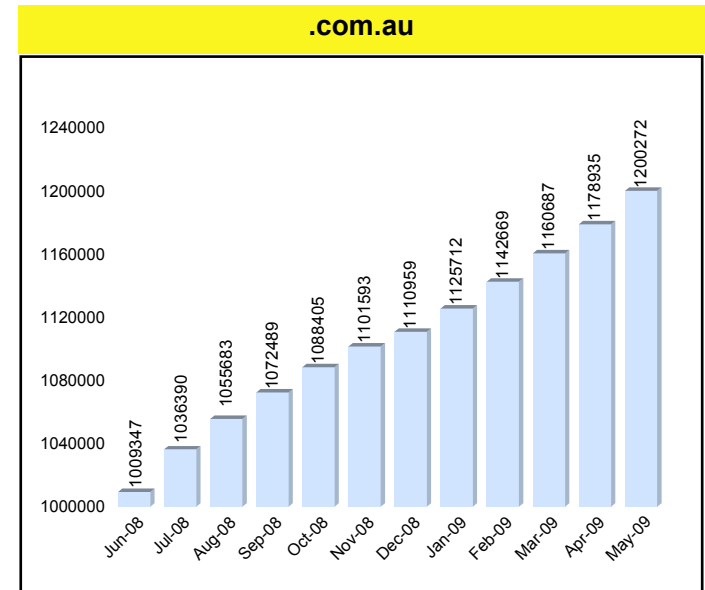
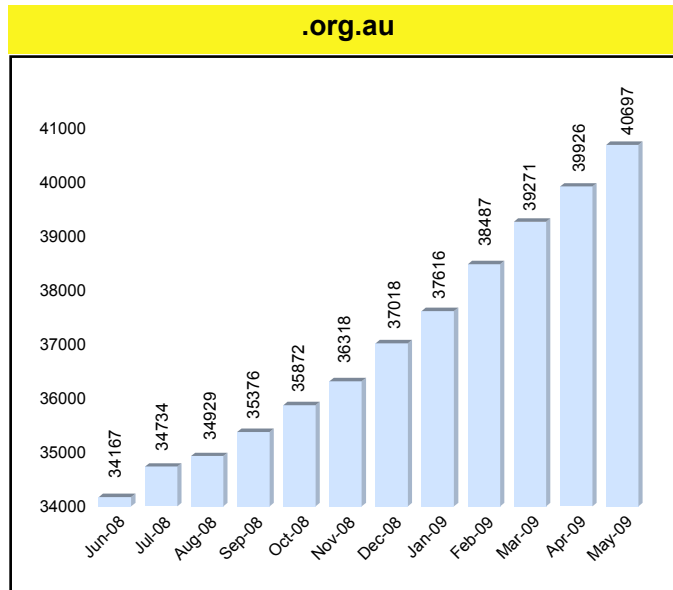
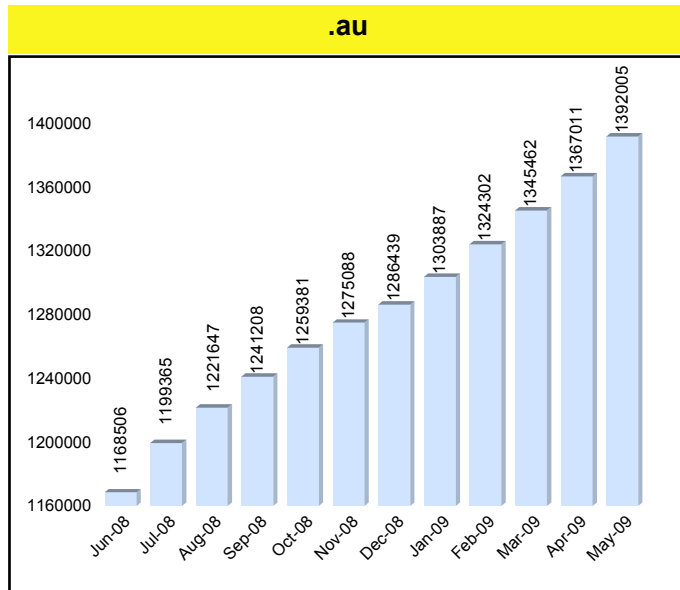
Market Share in .au



AusRegistry EOM Report for General Release

Total Domains Scorecard

May-09

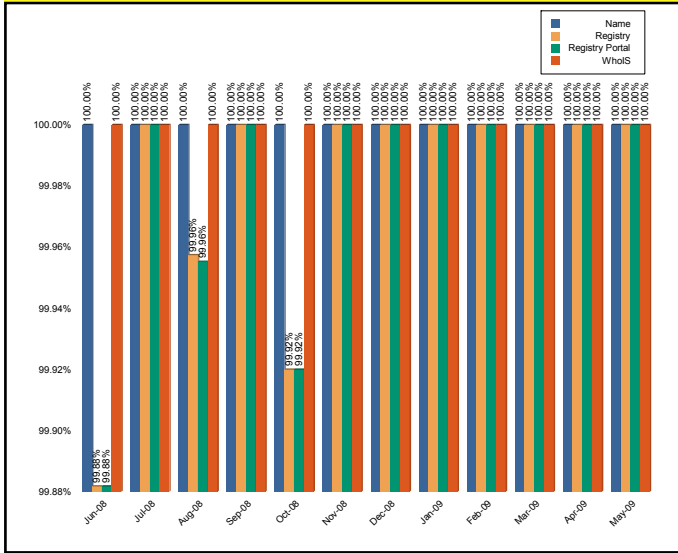


AusRegistry EOM Report for General Release

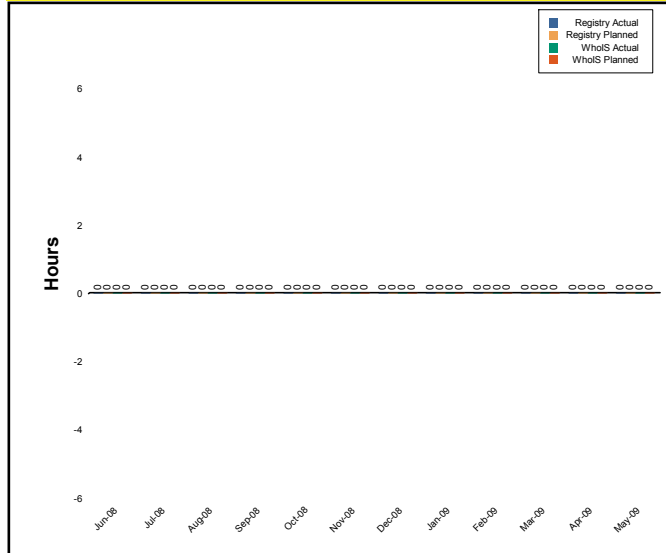
Detailed Technical Summary

May-09

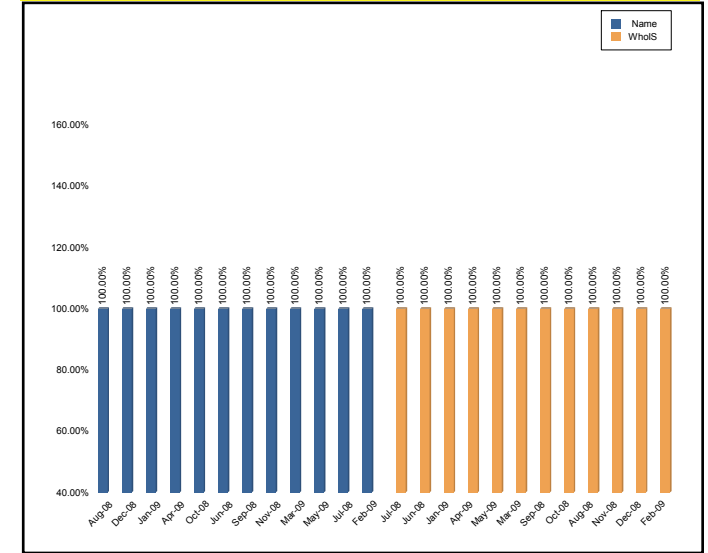
Service Availability



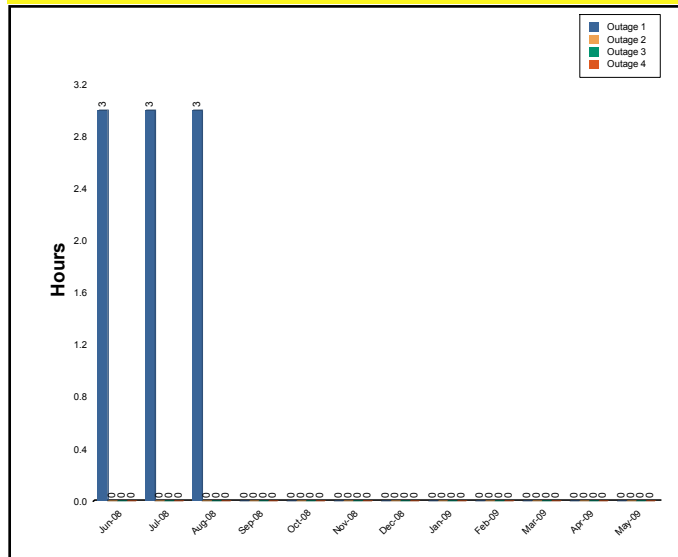
Extended Planned Outage



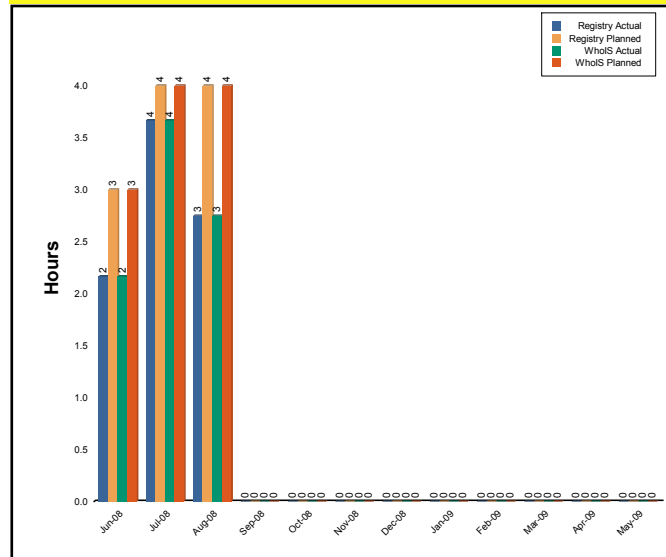
Update Frequency



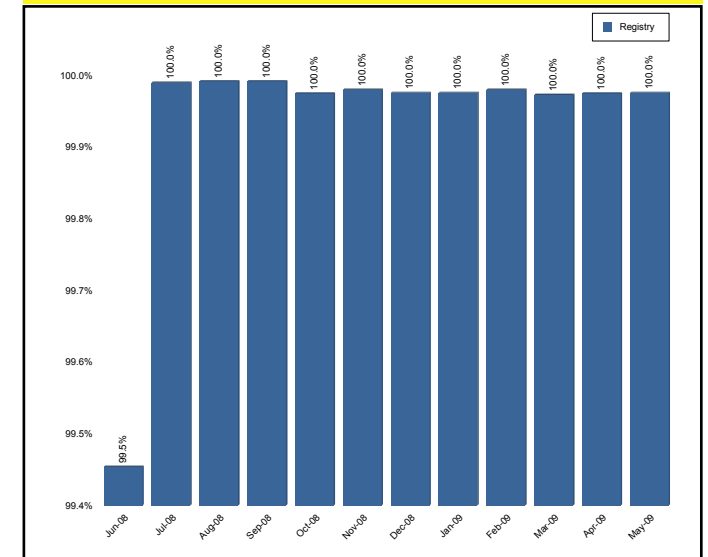
Notification



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

May-09

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.
Registrant Transfer	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)
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

AusRegistry EOM Report for General Release

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May-09

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