

AusRegistry EOM Report for General Release

High-Level Scorecard

October-09

Domains

	Score	%	Oct-09	Oct-08	Oct-07
Registrations	▲	63.79	49459	30196	28266
Transactions	▲	44.20	88041	61053	55477
Renewals	▲	21.41	30843	25405	22762
Registrant Transfers	▼	-44.07	571	1021	0
Drop-off	▼	15.31	14465	12544	9624
Total Domains					
.au	▲	22.18	1538660	1259381	985458
com.au	▲	22.02	1328096	1088405	855164
net.au	▲	26.34	154589	122357	88428
org.au	▲	16.62	41833	35872	30267
asn.au	▲	14.32	3992	3492	3264
id.au	▲	9.67	10150	9255	8335

Registrars

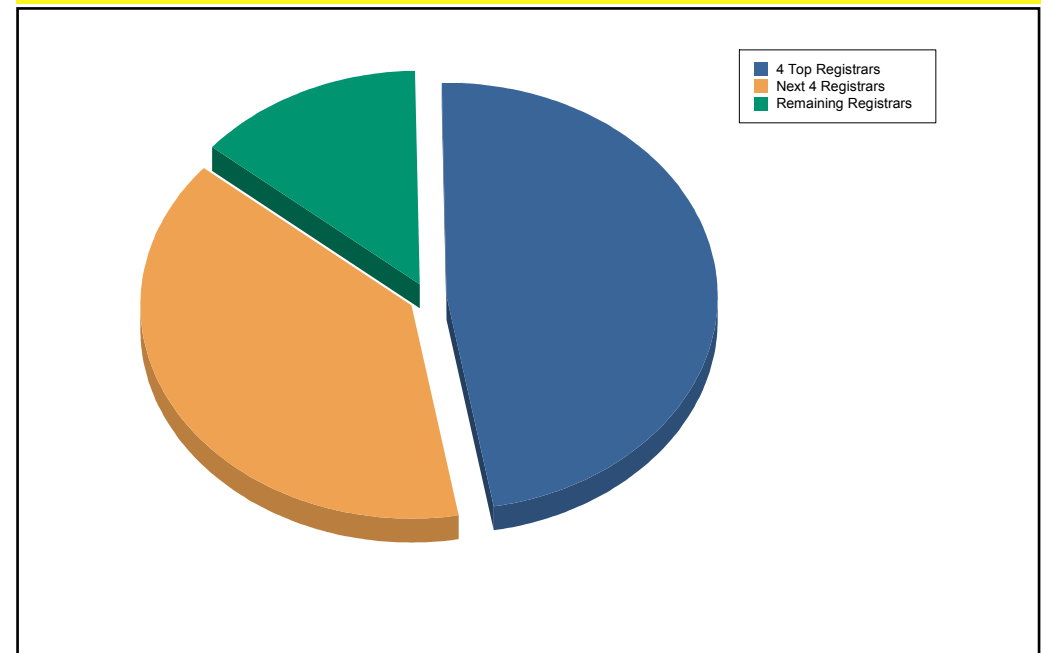
	Score	%	Oct-09	Sep-09	Aug-09
Accredited	●	0.00	30	30	30
Provisional	▲	33.33	4	3	3

Technical

Performance Level*	Score	Registry	Name Service	Whols	Registry Portal
Service Availability	▼	99.90%	100.00%	99.90%	99.88%
Processing Time: Create, Update, Delete	▲	99.94%			
Processing Time: Check	▲	99.98%			
Update Frequency	▲		100.00%	100.00%	
Planned Outage Time	▲	1.75		1.75	
Extended Planned Outage Time	▲	0.00		0.00	
Planned Notification	●	3.00		3.00	

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

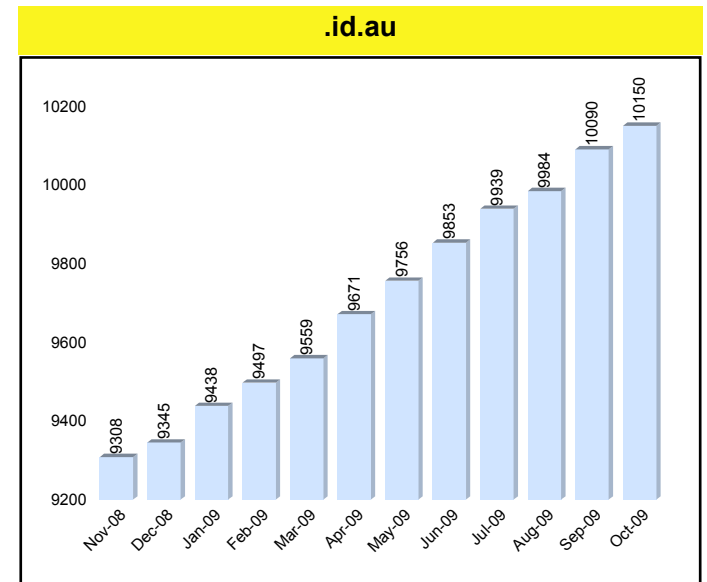
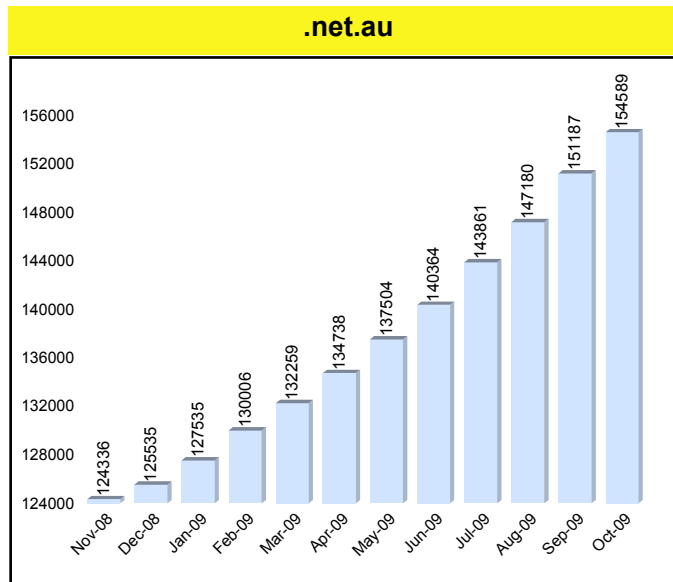
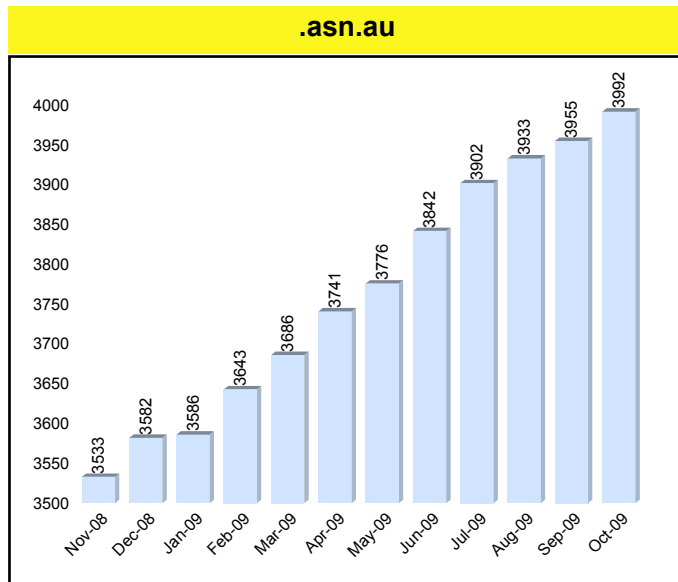
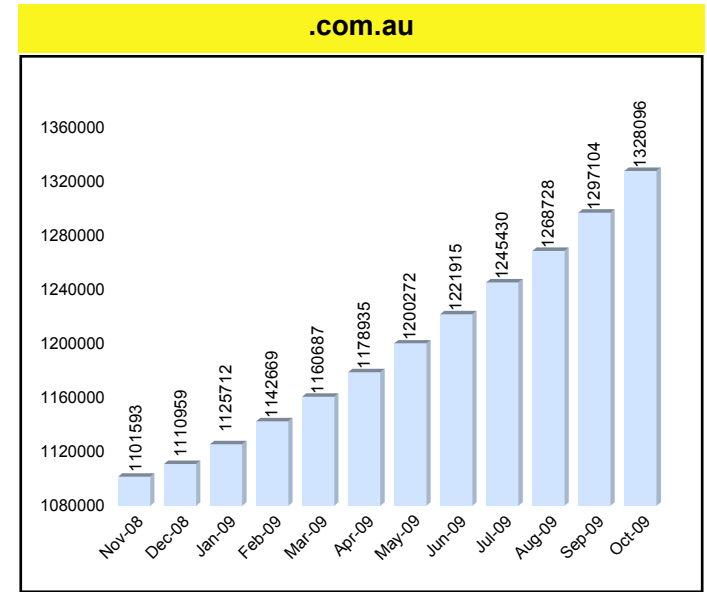
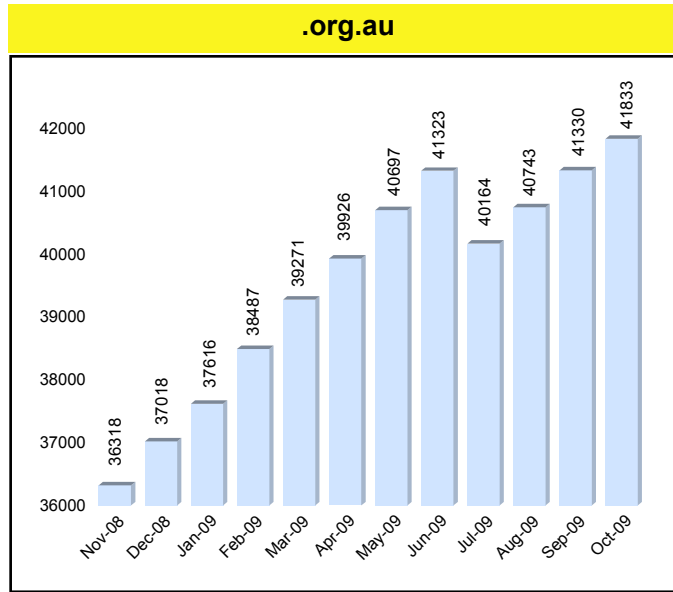
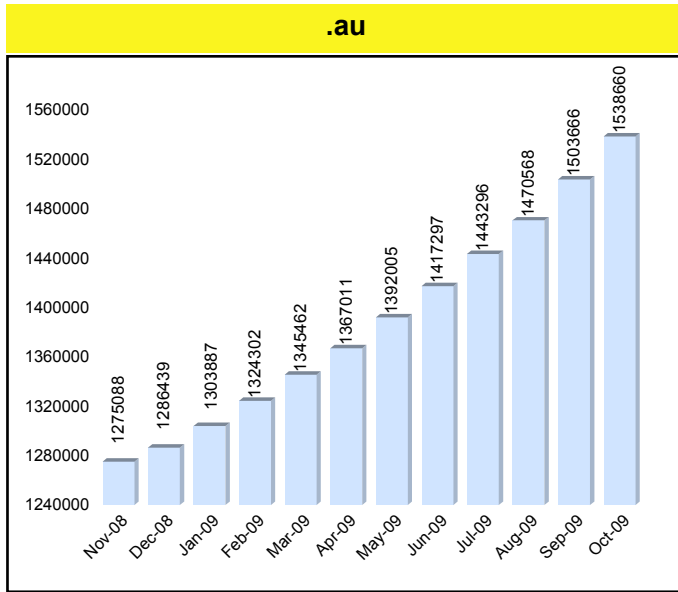
Market Share in .au



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Total Domains Scorecard

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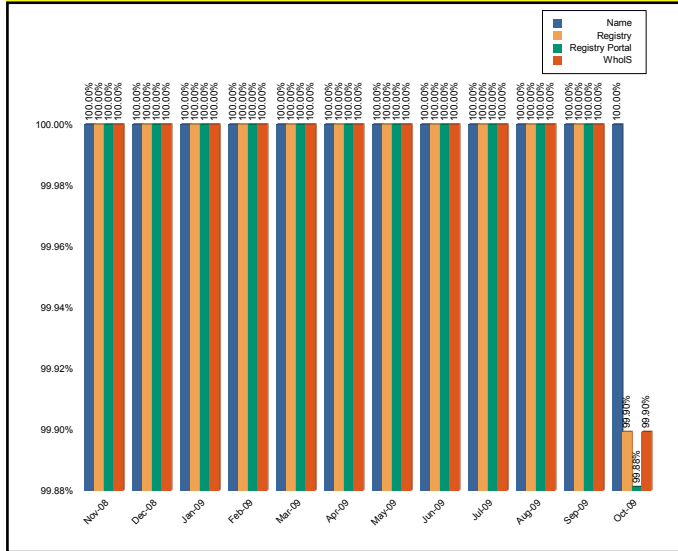


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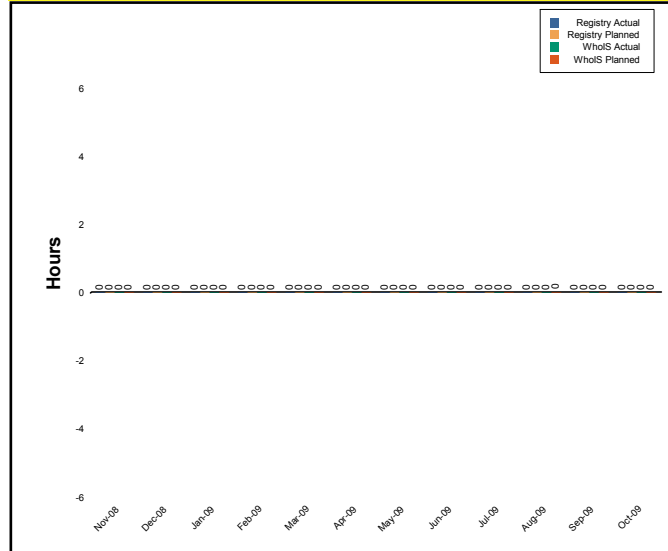
Detailed Technical Summary

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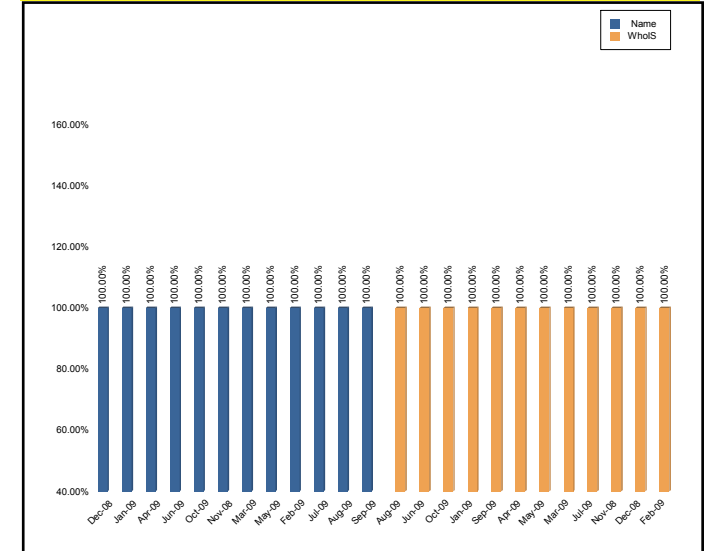
Service Availability



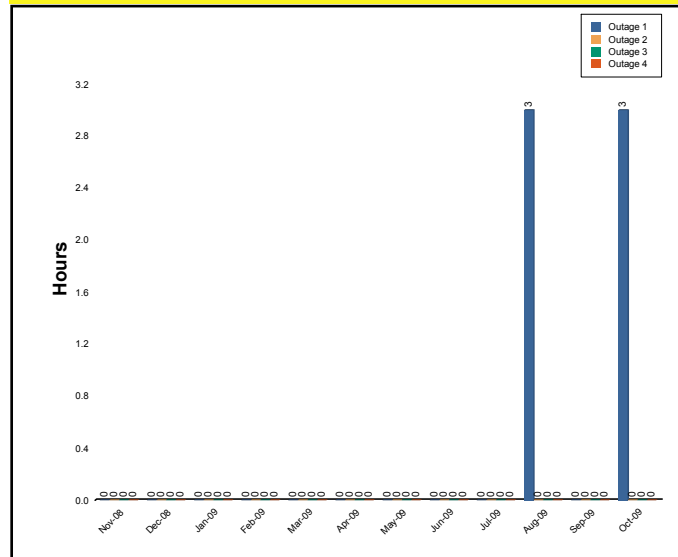
Extended Planned Outage



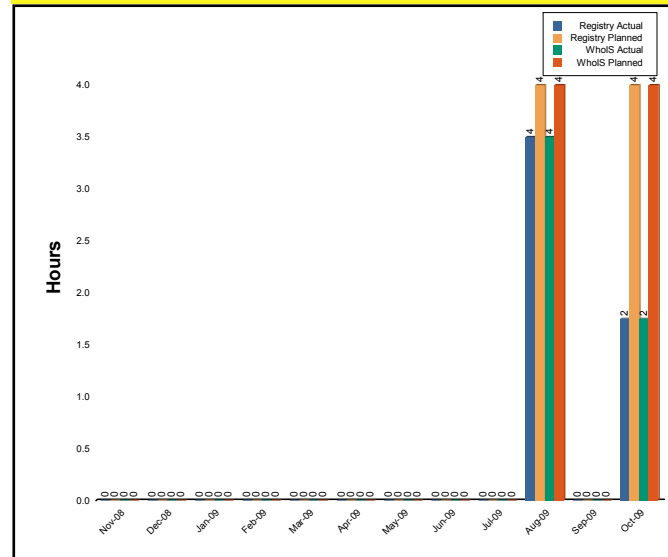
Update Frequency



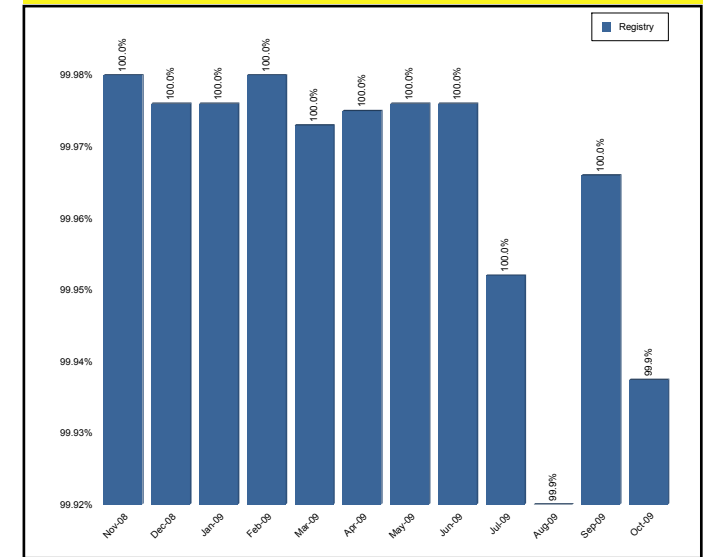
Notification



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.
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

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