

AusRegistry EOM Report for General Release

High-Level Scorecard

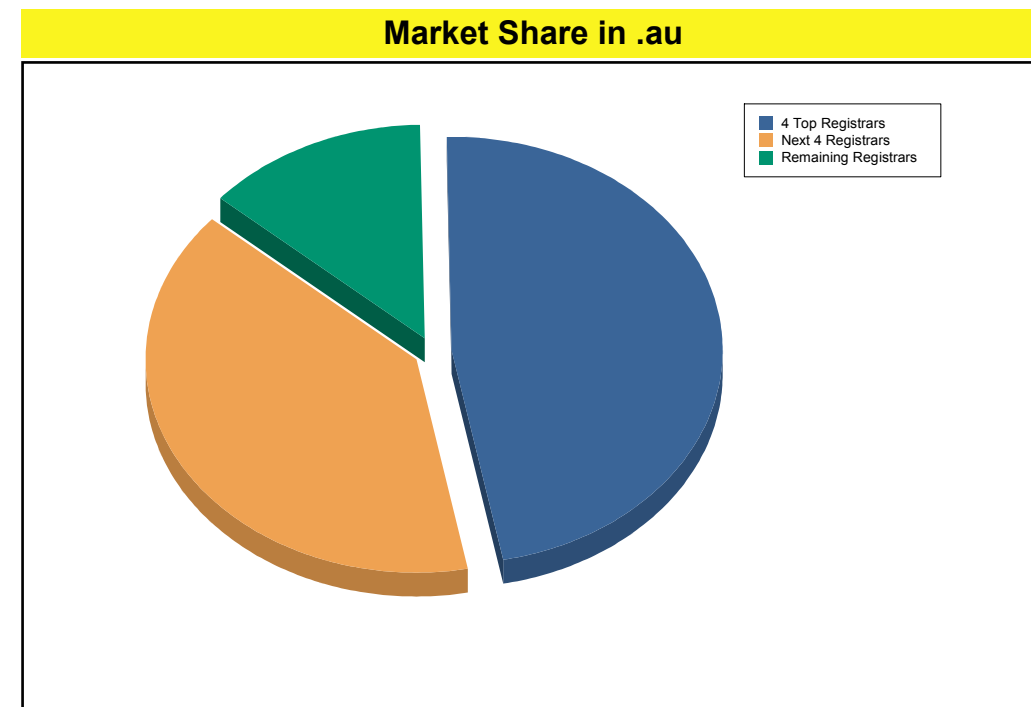
November-09

Domains					
	Score	%	Nov-09	Nov-08	Nov-07
Registrations	▲	65.95	45750	27569	27668
Transactions	▲	51.18	86126	56971	53045
Renewals	▲	29.27	31456	24334	20016
Registrant Transfers	▲	12.09	445	397	0
Drop-off	▼	36.91	15185	11091	8787
Total Domains					
.au	▲	23.07	1569225	1275088	1001025
com.au	▲	22.92	1354094	1101593	868648
net.au	▲	27.44	158458	124336	90125
org.au	▲	16.79	42414	36318	30641
asn.au	▲	13.64	4015	3533	3301
id.au	▲	10.06	10244	9308	8310

Registrars					
	Score	%	Nov-09	Oct-09	Sep-09
Accredited	▲	3.33	31	30	30
Provisional	▼	-25.00	3	4	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	▲	99.89%			
Processing Time: Check	▲	99.98%			
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	

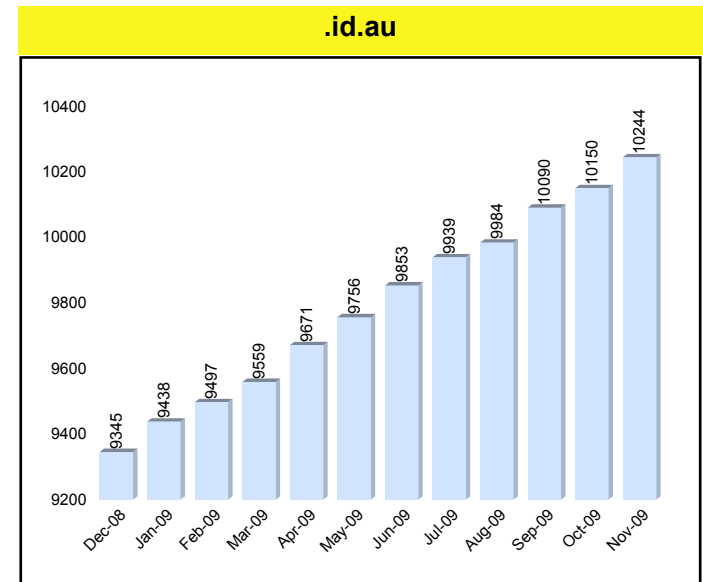
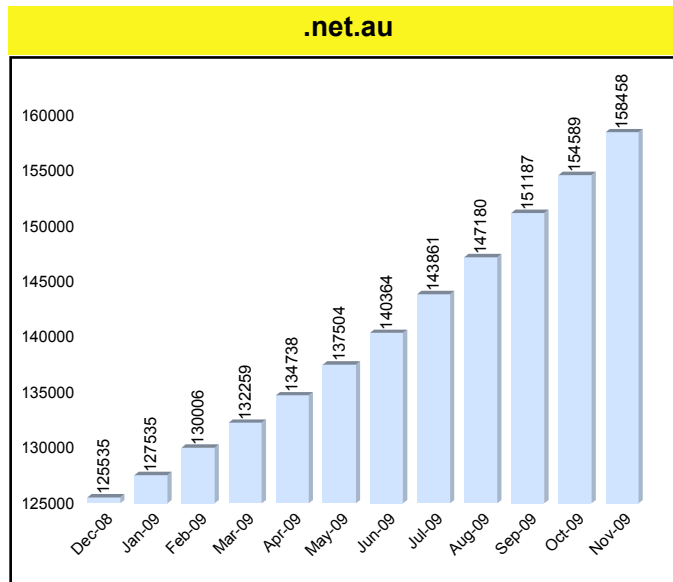
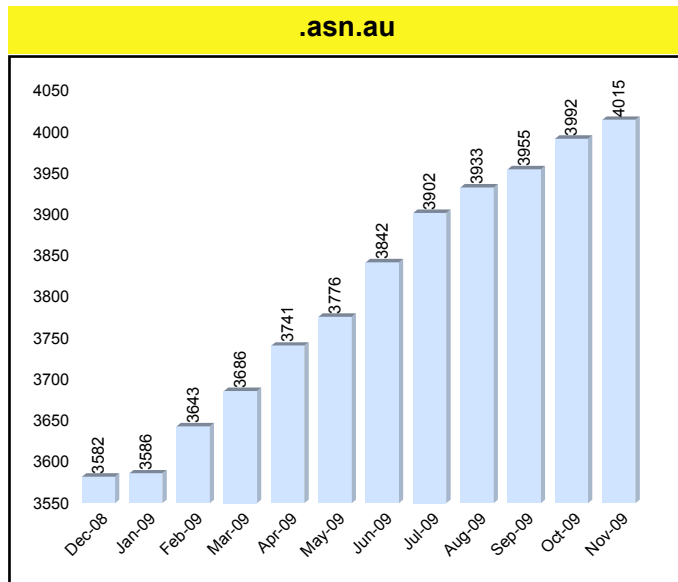
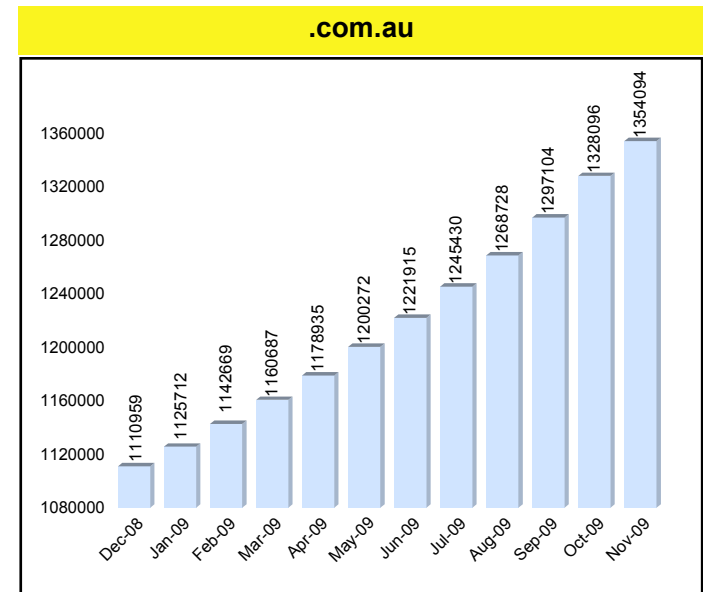
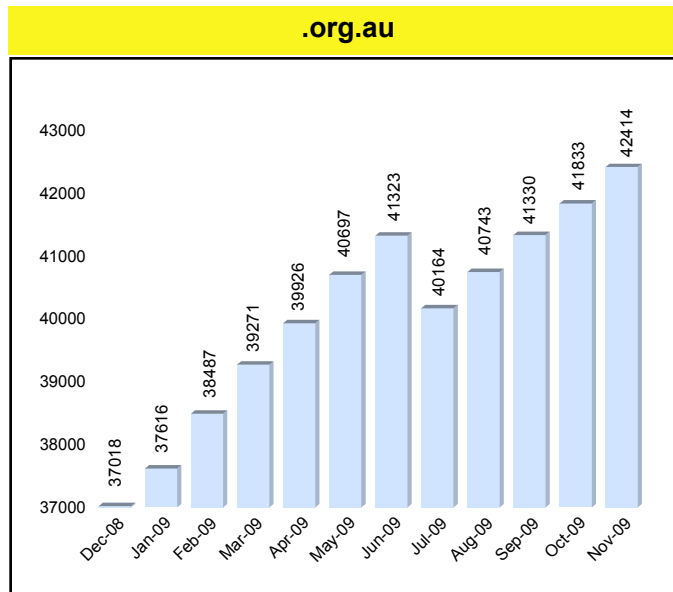
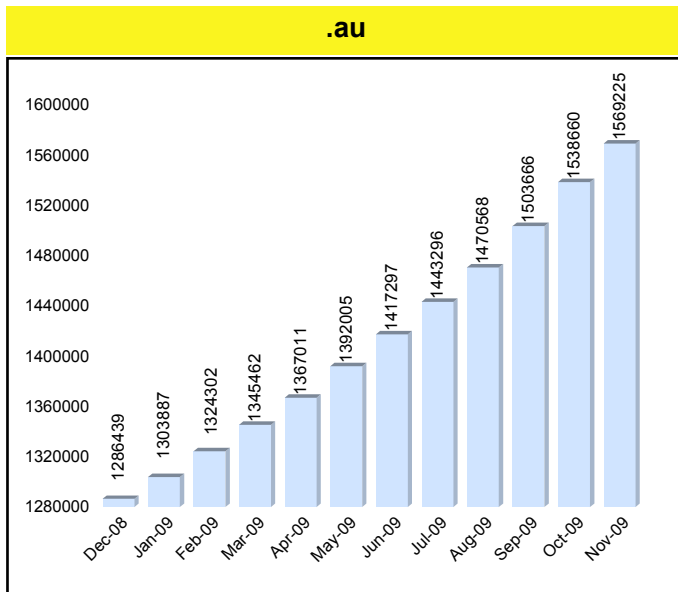
*AusRegistry's agreed minimum Service Levels are listed in 'Definitions'



AusRegistry EOM Report for General Release

Total Domains Scorecard

November-09

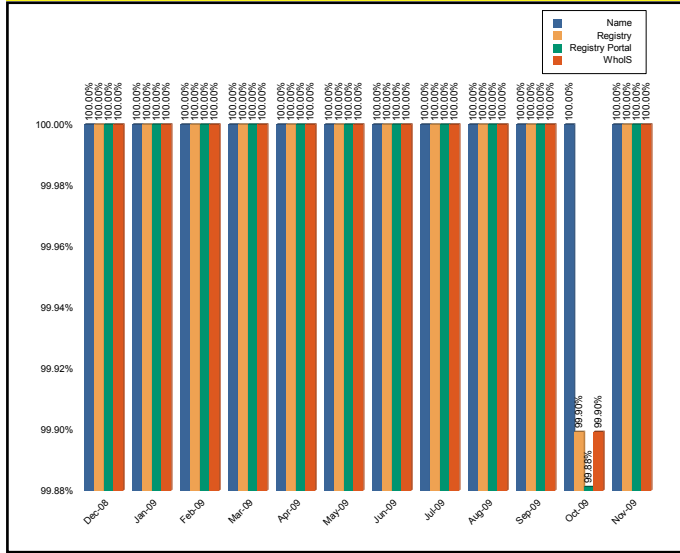


AusRegistry EOM Report for General Release

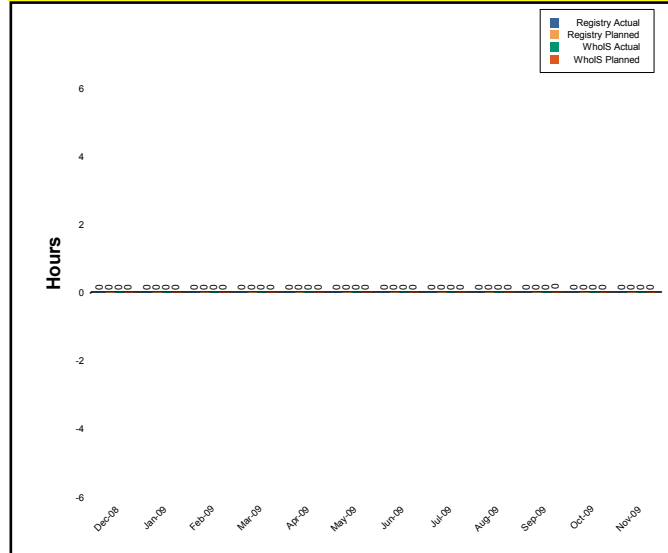
Detailed Technical Summary

November-09

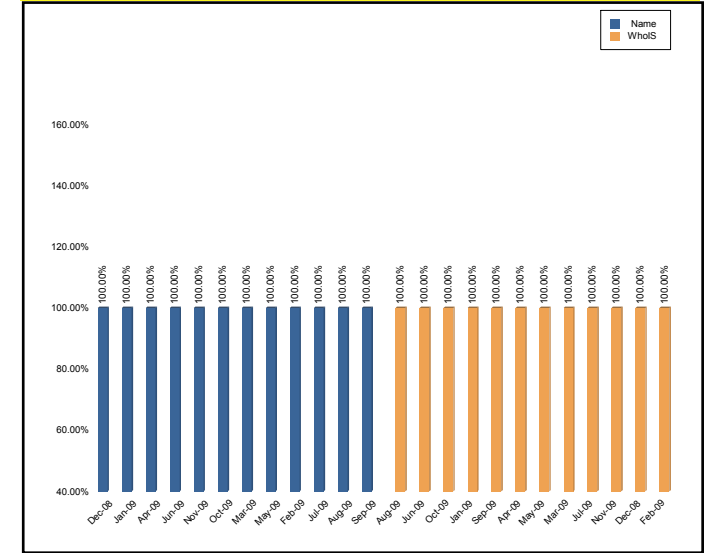
Service Availability



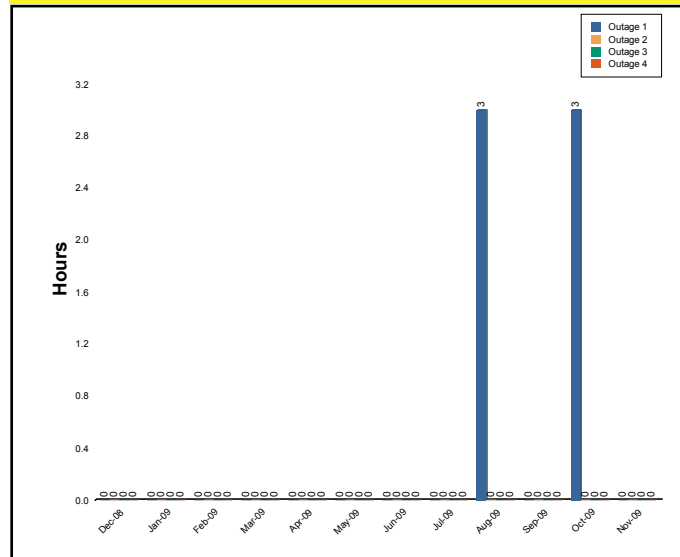
Extended Planned Outage



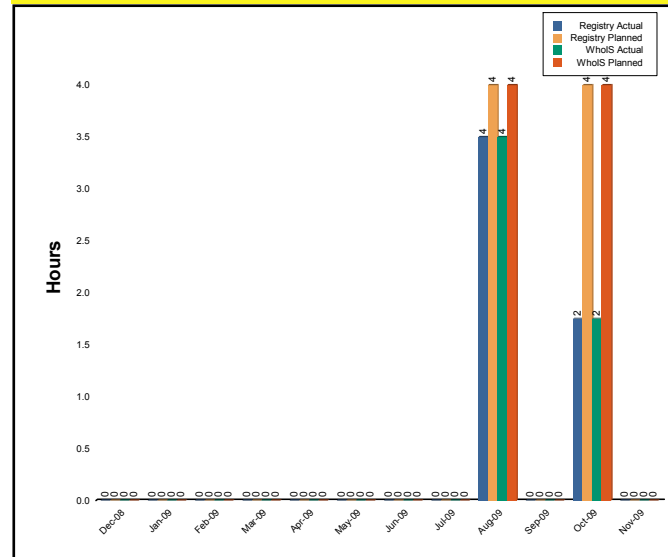
Update Frequency



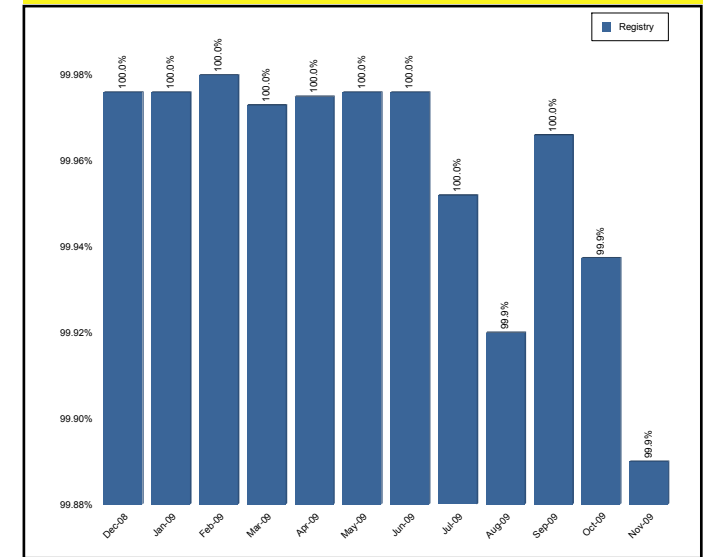
Notification



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

November-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

Disclaimer

November-09

Use of Scorecard Information and Data

Internal Publication. The reproduction of information and data contained in this material for use in your company's internal communications does not require permission from AusRegistry.

External Publication. Any information that is to be used in advertising, press releases, or promotional materials requires prior written approval from the appropriate AusRegistry Director. A draft of the proposed document should accompany any such request. AusRegistry reserves the right to deny approval of external usage for any reason.

Disclaimer. Please note that, in accordance with our Company's policy, we are obliged to advise that neither the Company nor any member nor employee undertakes responsibility in any way whatsoever to any person or organisation in respect of information set out in this report, including any errors or omissions therein, arising through negligence or otherwise however caused.

© Copyright 2003 AusRegistry Pty Ltd. Reproduction is forbidden unless authorised.