

AusRegistry EOM Report for General Release

High-Level Scorecard

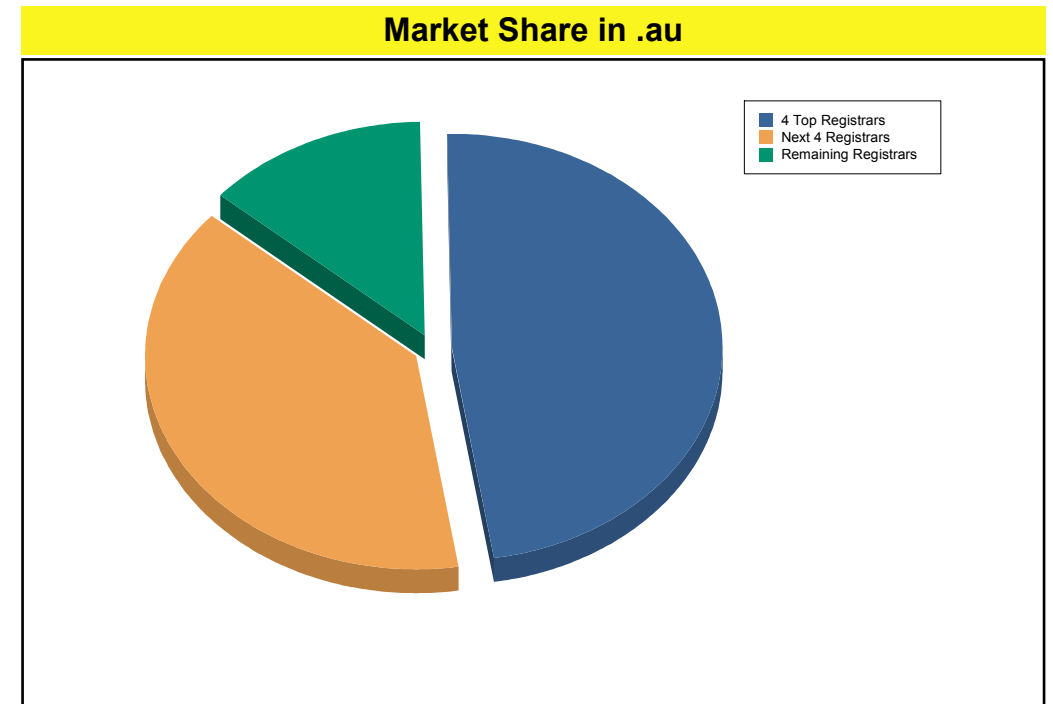
January-10

Domains					
	Score	%	Jan-10	Jan-09	Jan-08
Registrations	▲	40.39	37339	26597	25996
Transactions	▲	33.46	79570	59621	51293
Renewals	▲	13.96	31649	27773	21923
Registrant Transfers	▲	39.34	464	333	0
Drop-off	▼	19.29	11144	9342	7028
Total Domains					
.au	▲	23.76	1613653	1303887	1024176
com.au	▲	23.58	1391147	1125712	887924
net.au	▲	29.62	165315	127535	93397
org.au	▲	13.64	42746	37616	31061
asn.au	▲	12.88	4048	3586	3340
id.au	▲	10.16	10397	9438	8454

Registrars					
	Score	%	Jan-10	Dec-09	Nov-09
Accredited	●	0.00	31	31	31
Provisional	●	0.00	3	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	▲	99.86%			
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	

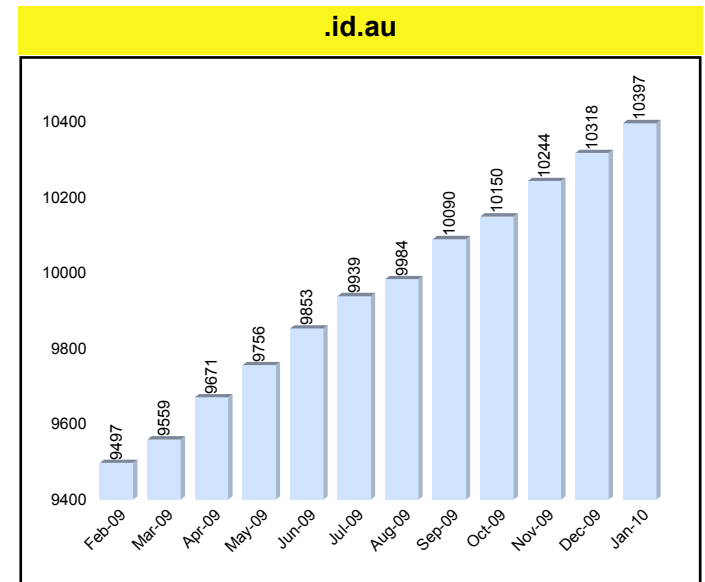
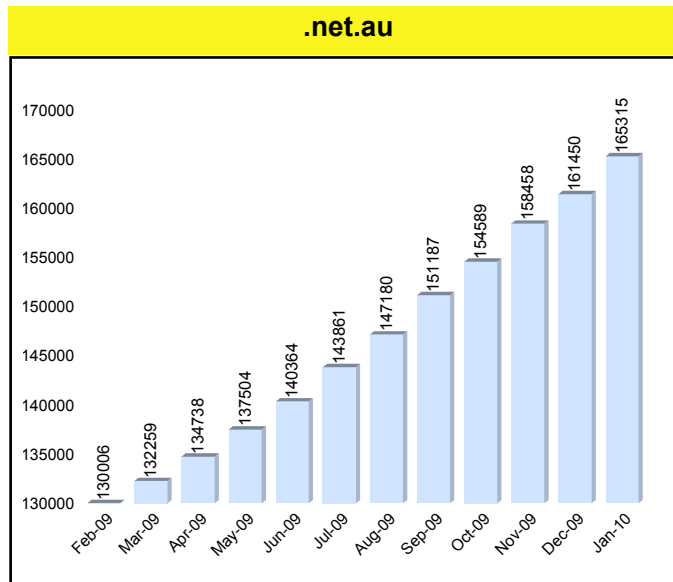
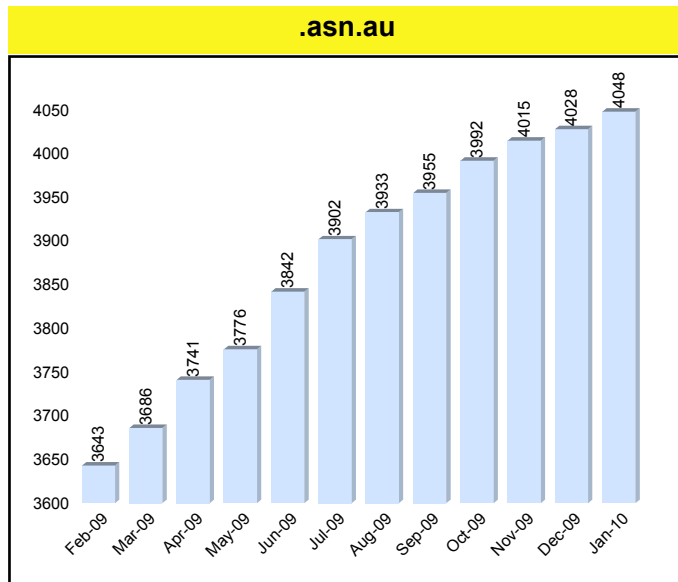
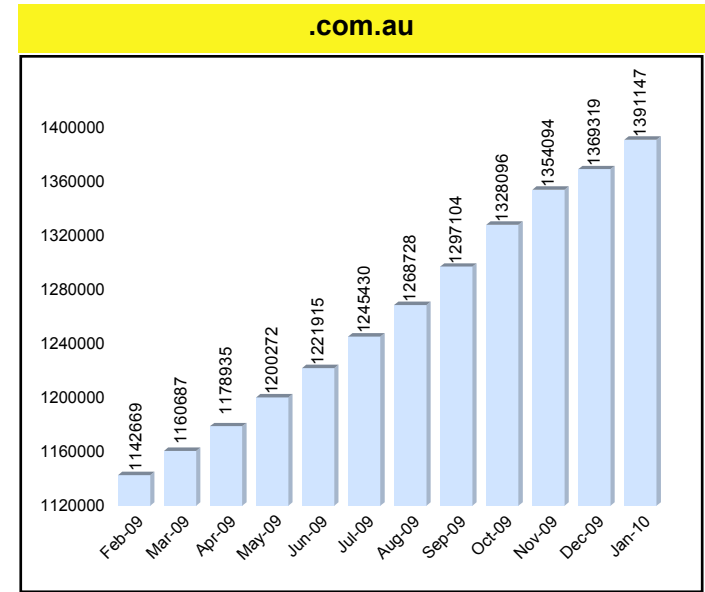
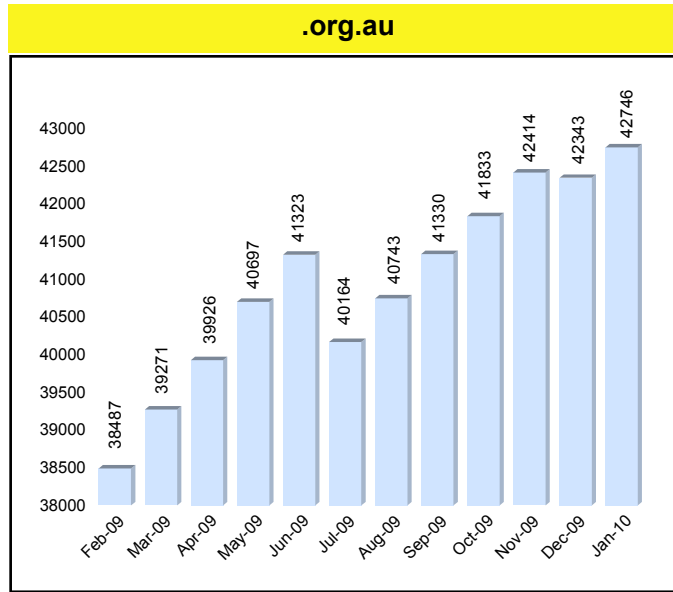
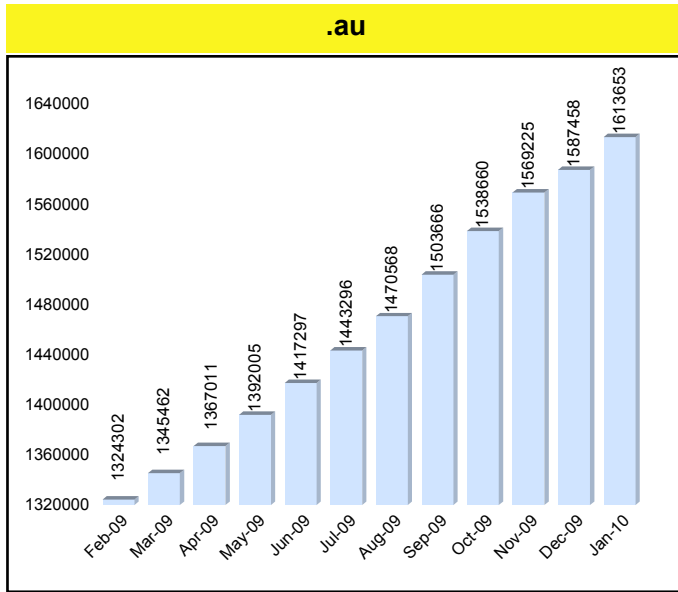
*AusRegistry's agreed minimum Service Levels are listed in 'Definitions'



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Total Domains Scorecard

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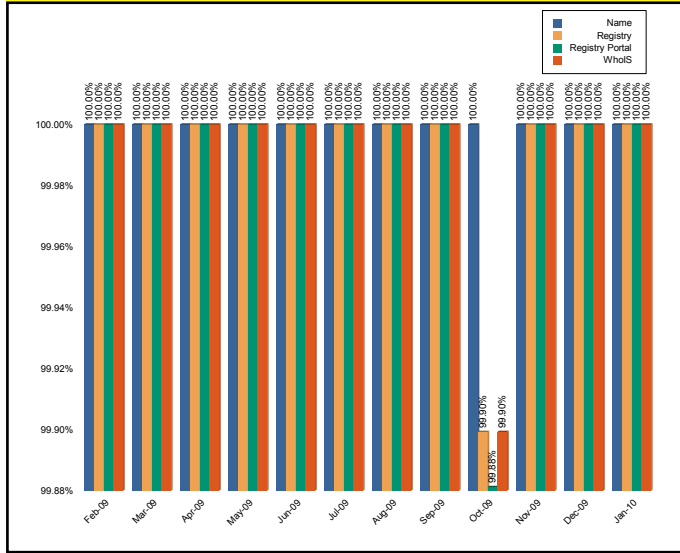


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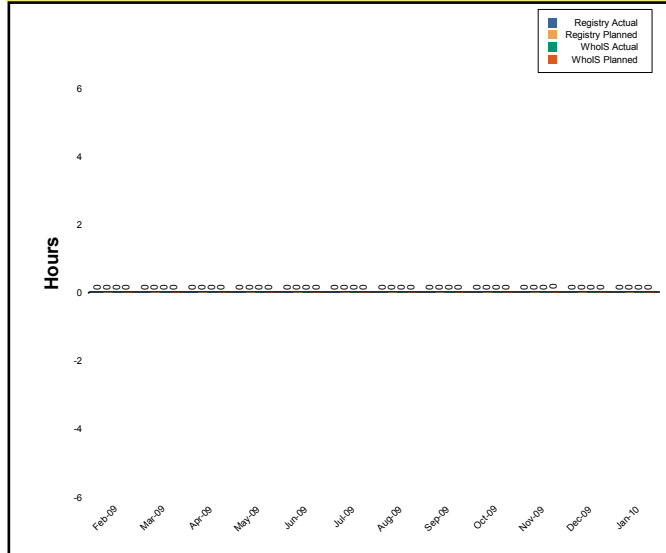
Detailed Technical Summary

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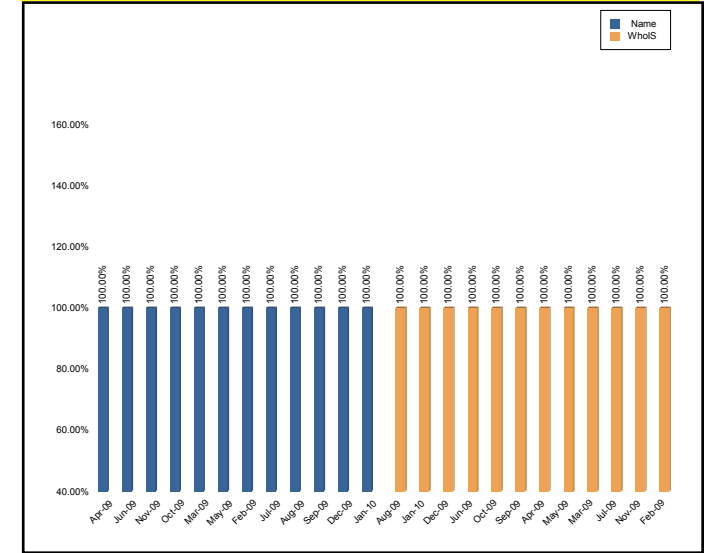
Service Availability



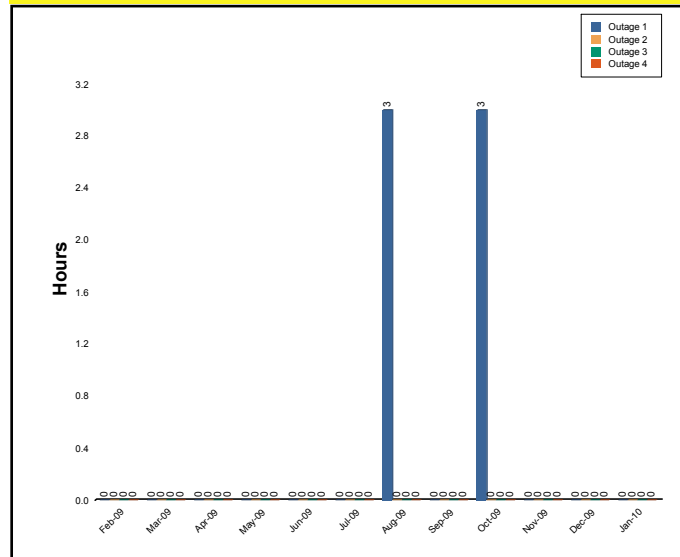
Extended Planned Outage



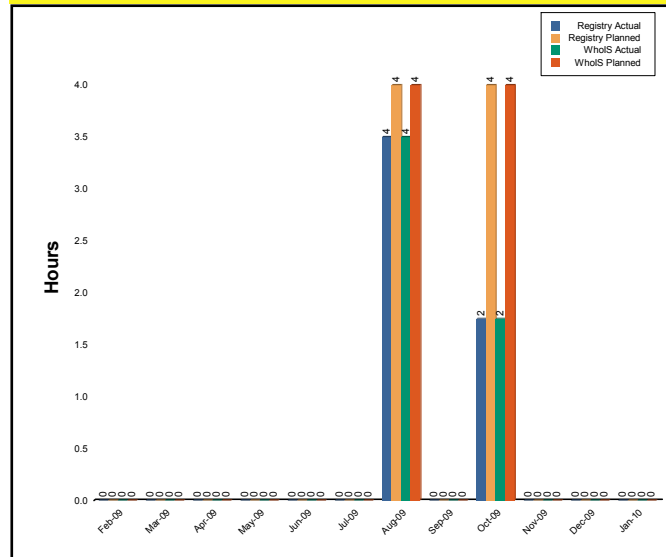
Update Frequency



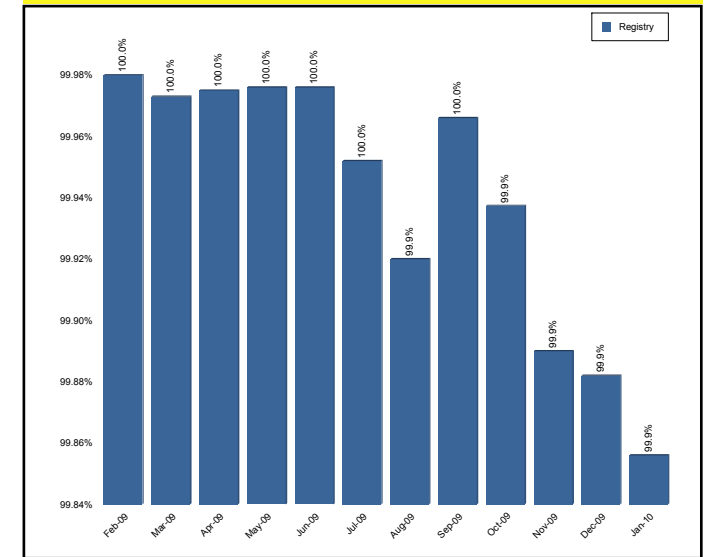
Notification



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
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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