

AusRegistry EOM Report for General Release

High-Level Scorecard

November-17

Domains

	Score	%	Nov-17	Nov-16	Nov-15
Registrations	▼	-3.76	45232	47001	47255
Transactions	▲	0.30	132185	131786	133295
Renewals	▲	4.35	77207	73992	76796
Registrant Transfers	▼	-4.17	1172	1223	1093
Drop-off	▼	0.62	39022	38781	41313
Total Domains					
.au	▲	2.11	3125224	3060599	3006862
com.au	▲	2.73	2764393	2690828	2609801
net.au	▼	-3.98	274601	285983	315581
org.au	▲	4.03	70037	67321	64560
asn.au	▼	-4.00	3404	3546	3742
id.au	▼	-0.95	12553	12674	12964
CGDNs	▼	-4.45	236	247	214

Registrars

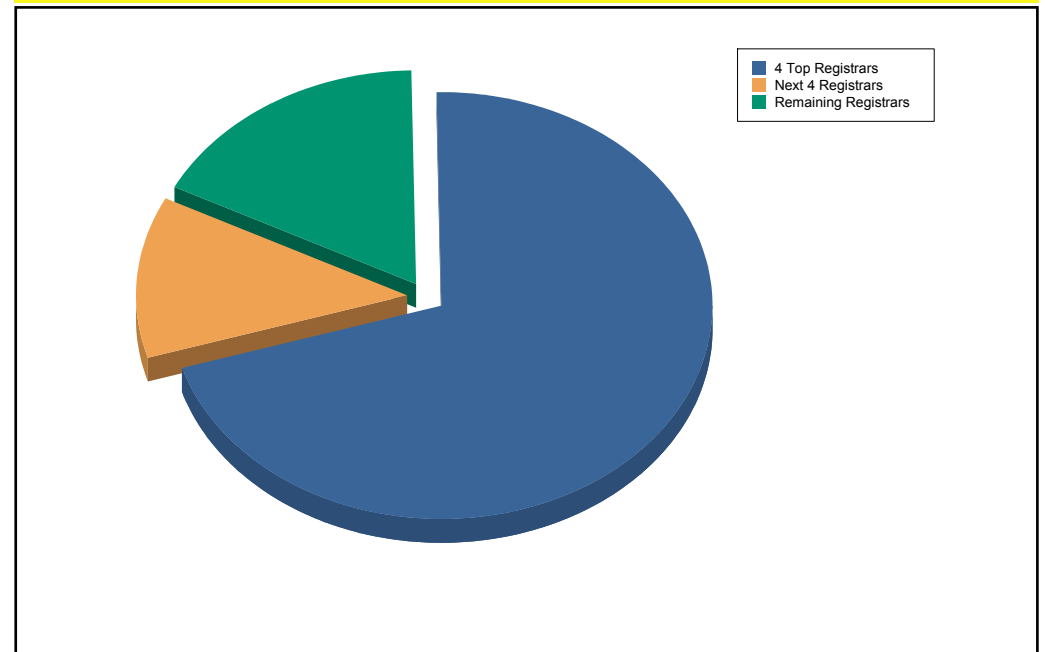
	Score	%	Nov-17	Oct-17	Sep-17
Accredited	●	0.00	45	45	45
Provisional	●	0.00	1	1	0

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	▲	99.77%			
Processing Time: Check	▲	99.75%			
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'

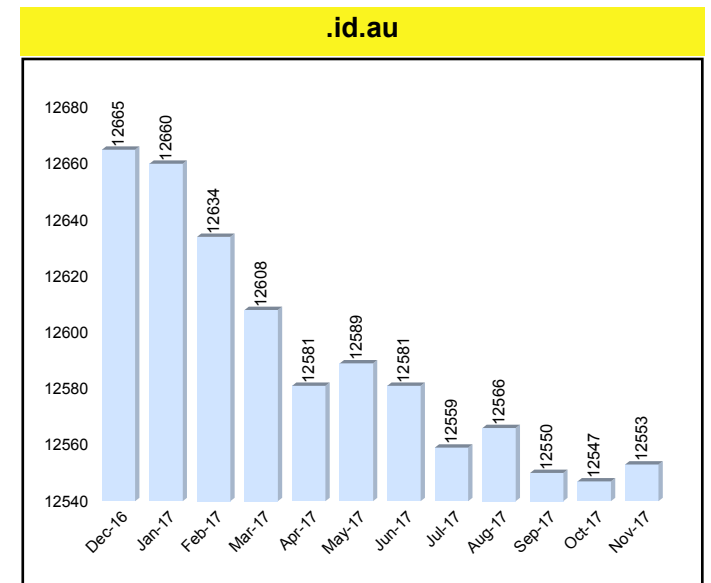
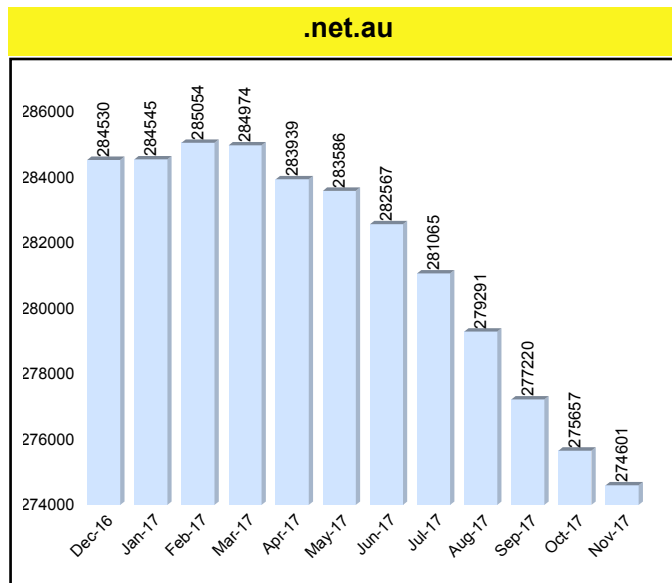
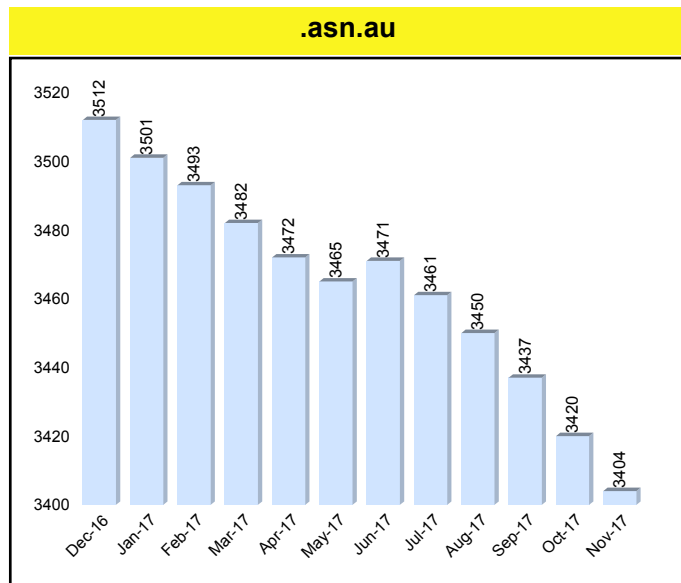
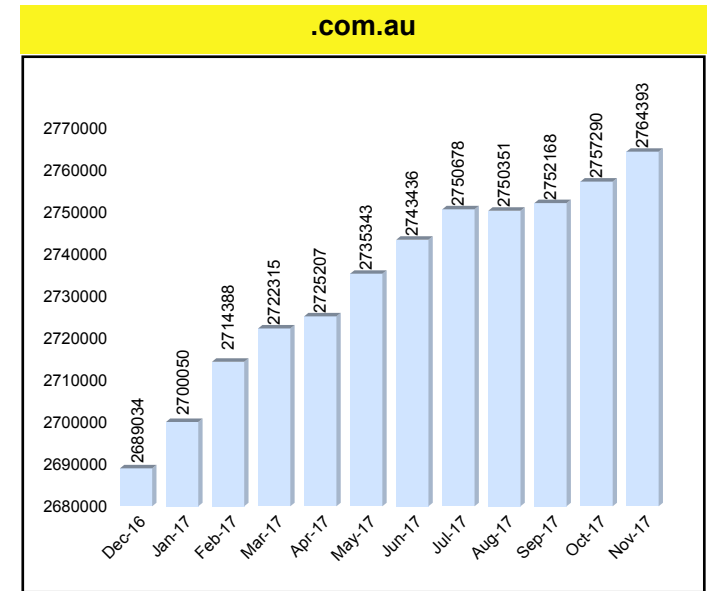
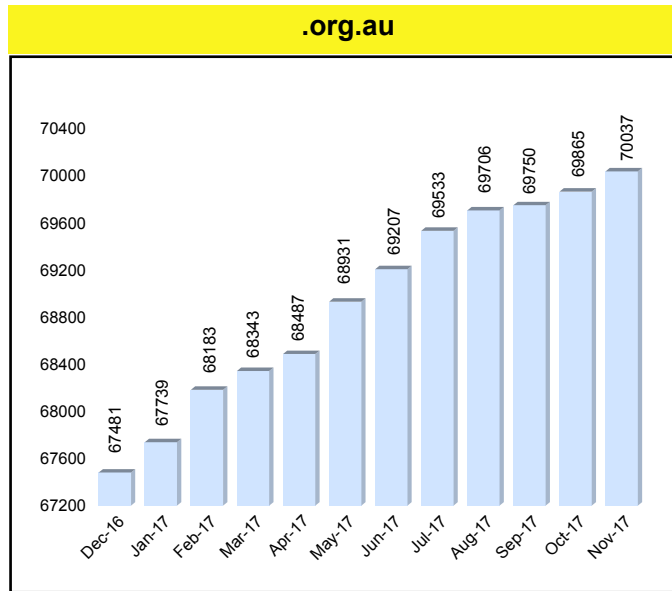
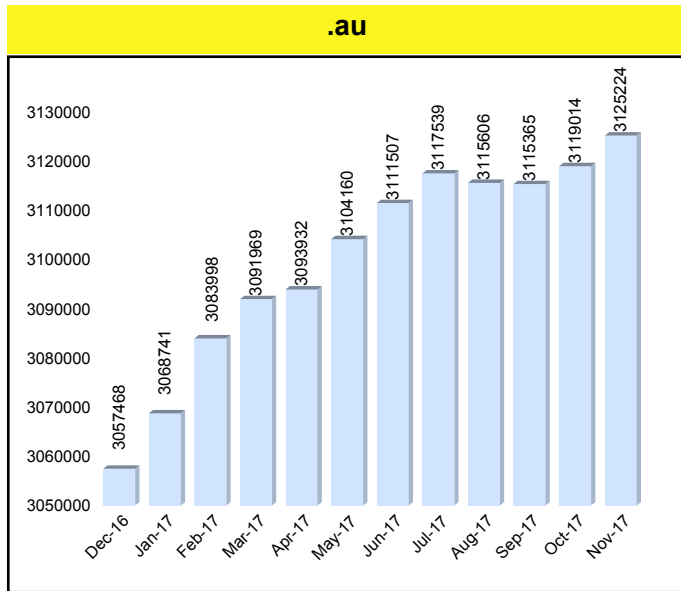
Market Share in .au



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Total Domains Scorecard

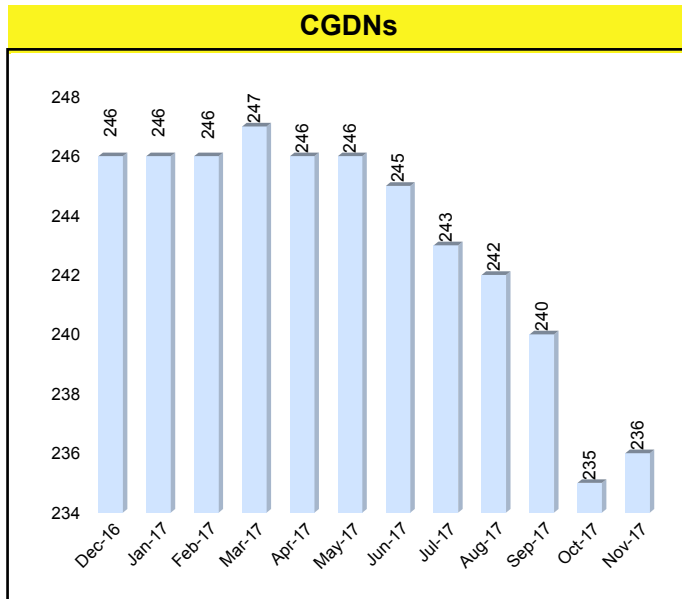
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Geographic zones Scorecard

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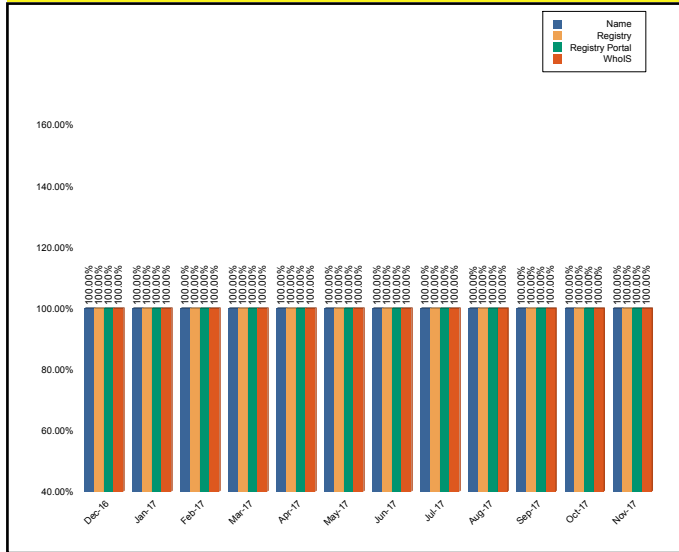


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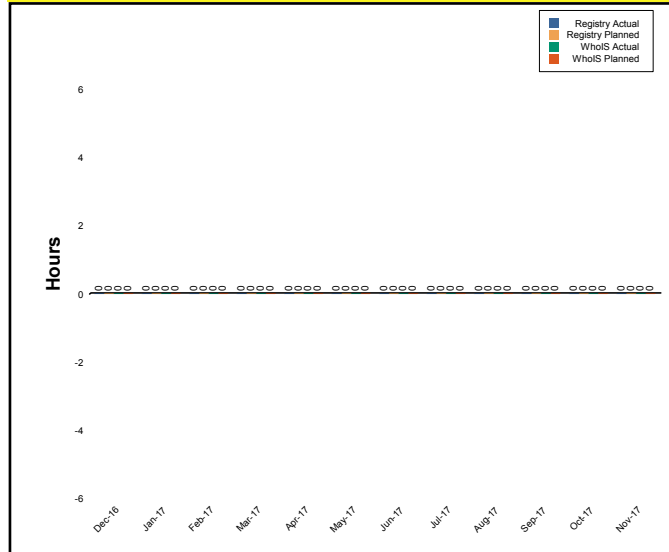
Detailed Technical Summary

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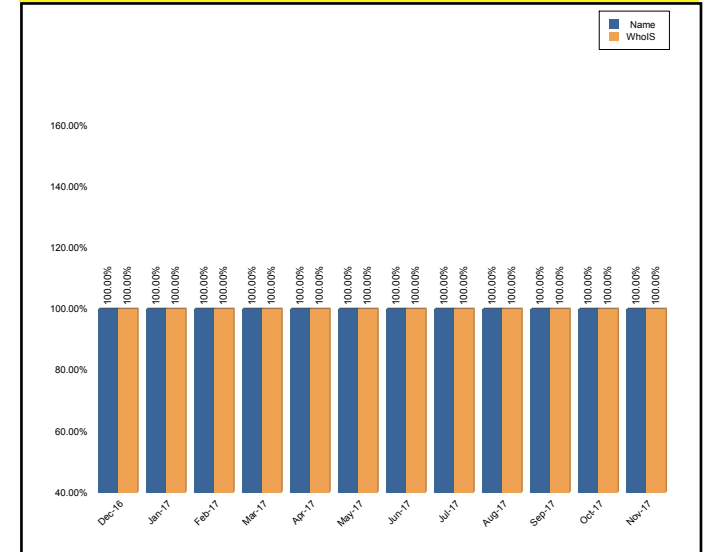
Service Availability



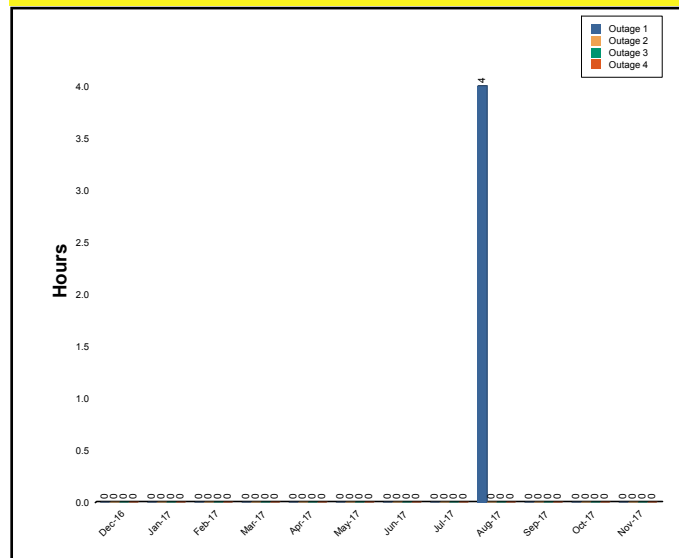
Extended Planned Outage



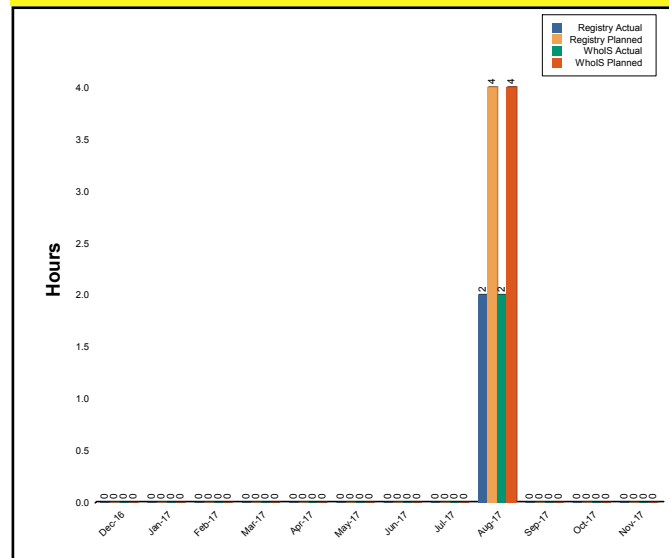
Update Frequency



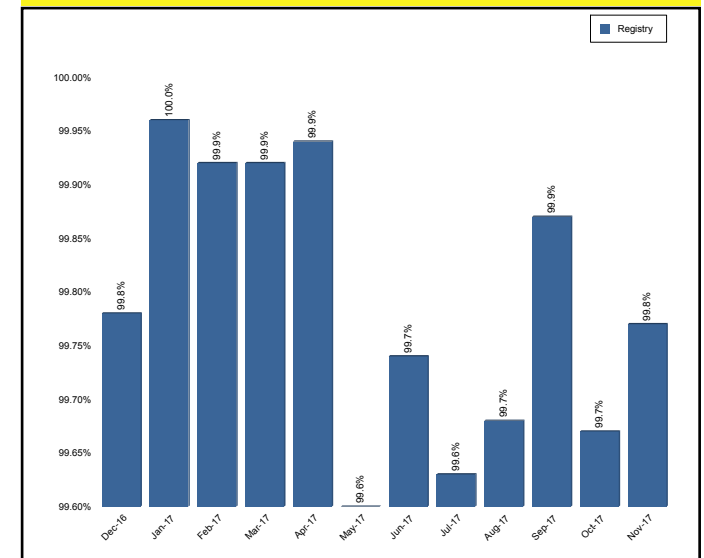
Notification



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	Total number of non-refundable fee-based transactions (paid by Registrars to AusRegistry) which include renews, creates and transfers (change of Registrant) and the non fee-based transfer transactions (change of Registrar of record). 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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