

# AusRegistry Quarterly Report to auDA

## High-Level Scorecard

FY 2009/2010 Q4

### Domains

	Score	%	Jun-10	May-10	Apr-10
<b>Registrations</b>	▼	-1.94	<b>48745</b>	49710	44318
<b>Transactions</b>	▲	7.94	<b>111959</b>	103728	90622
<b>Renewals</b>	▲	18.78	<b>49307</b>	41512	38862
<b>Registrant Transfer</b>	▲	11.30	<b>709</b>	637	653
<b>Drop-off</b>	▲	-6.12	<b>20370</b>	21699	17477
<b>Total Domains</b>					
<b>.au</b>	▲	1.64	<b>1759295</b>	1730920	1702909
<b>com.au</b>	▲	1.64	<b>1513617</b>	1489183	1465952
<b>net.au</b>	▲	1.77	<b>185029</b>	181814	177904
<b>org.au</b>	▲	1.34	<b>45536</b>	44933	44258
<b>asn.au</b>	▲	0.17	<b>4196</b>	4189	4105
<b>id.au</b>	▲	1.07	<b>10917</b>	10801	10690
<b>Others</b>	▲	0.51	<b>8218</b>	8176	8137

### Registrars

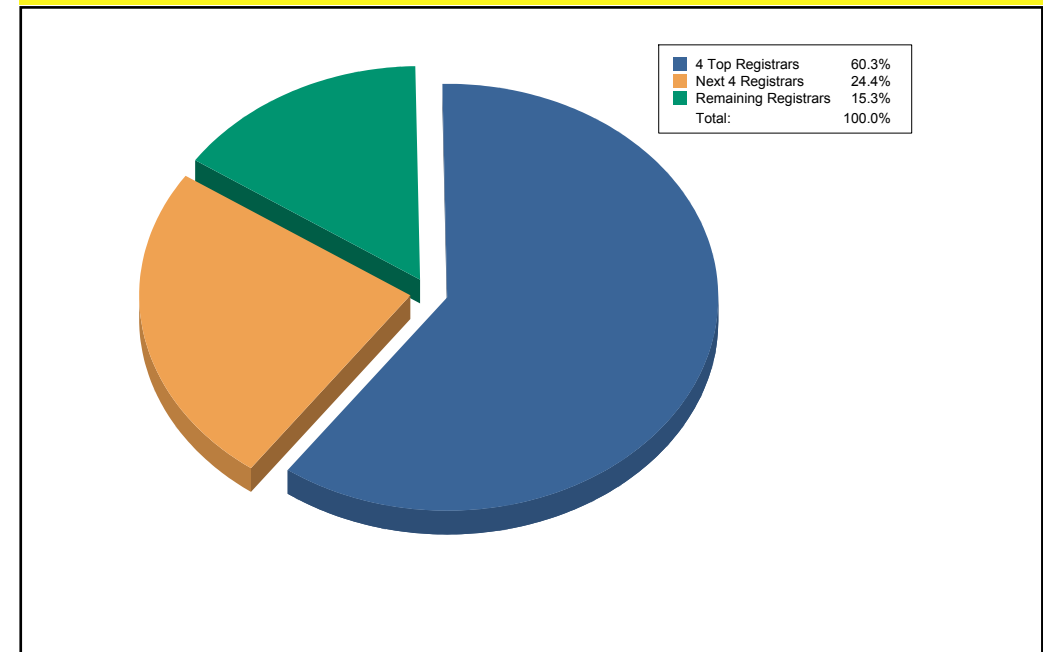
	Score	%	Jun-10	May-10	Apr-10
<b>Accredited</b>	●	0.00	<b>33</b>	33	33
<b>Provisional</b>	●	0.00	<b>4</b>	4	3

### 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	▲	99.96%					
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'

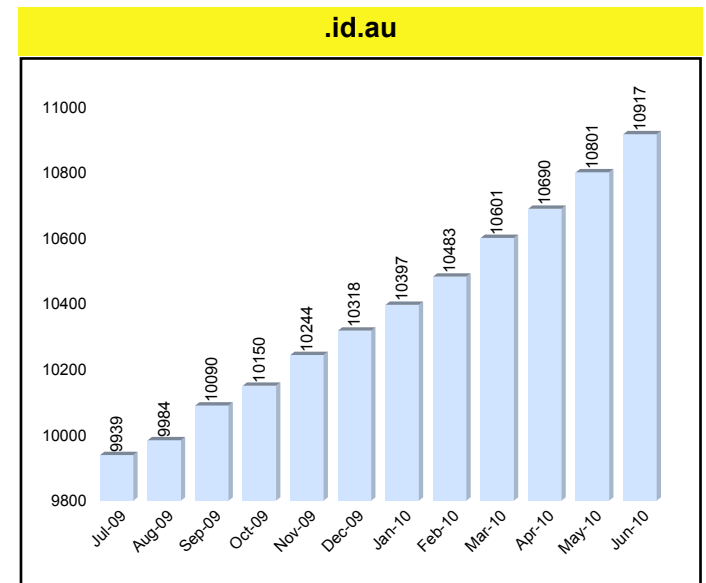
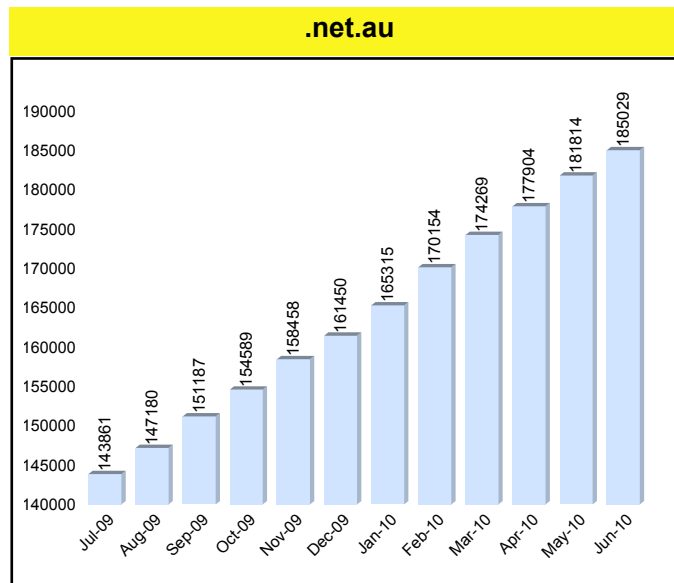
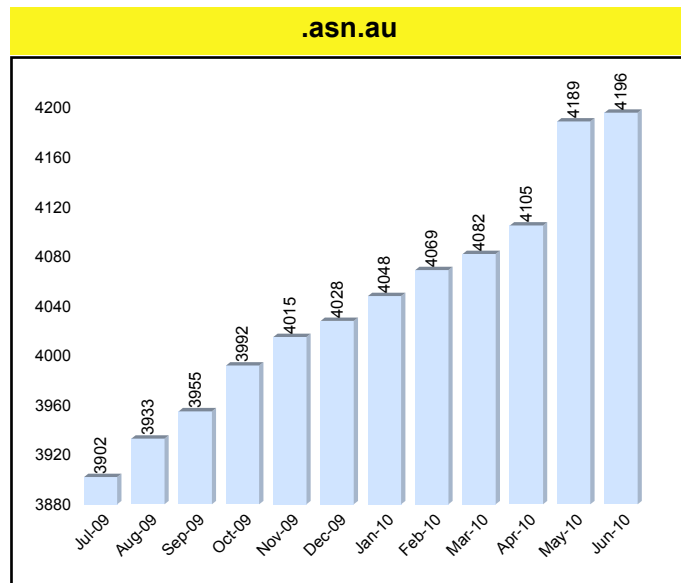
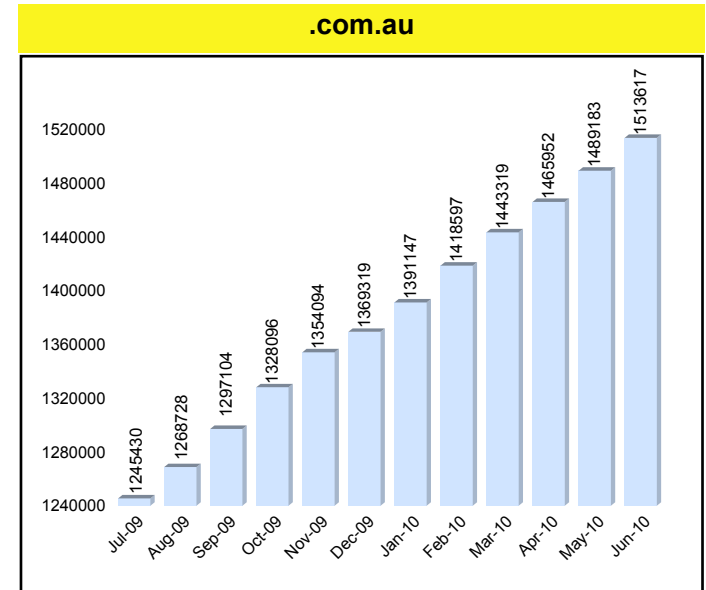
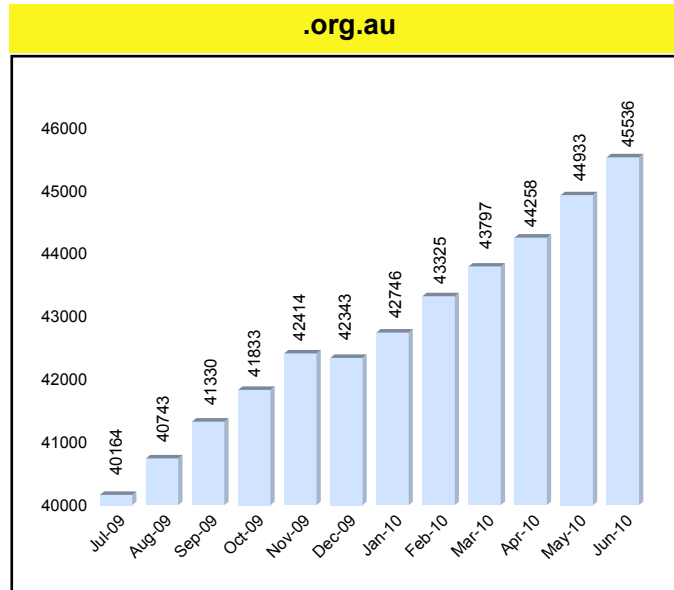
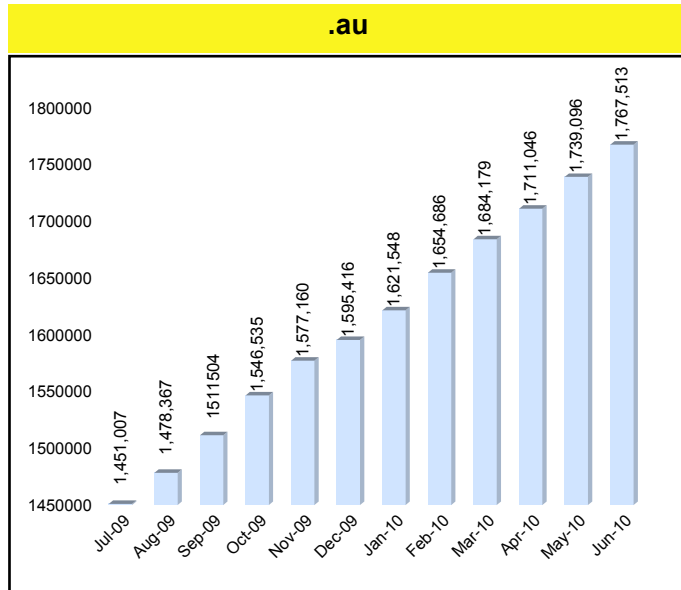
### Market Share in .au



# AusRegistry EOM Report to auDA

## Total Domains Scorecard

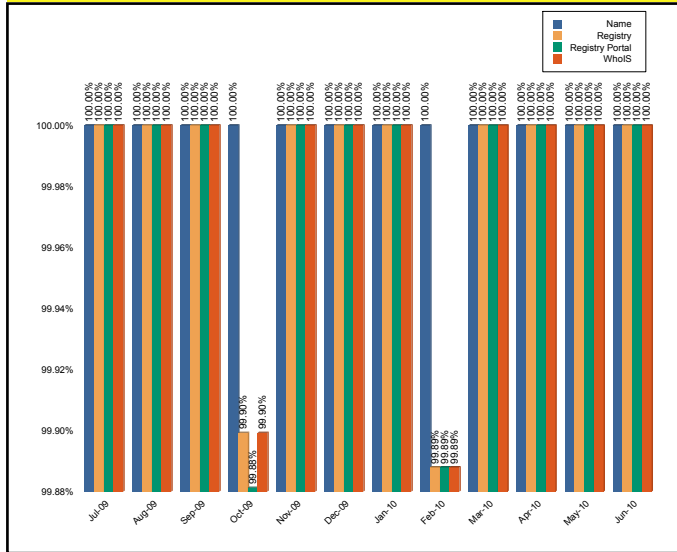
FY 2009/2010 Q4



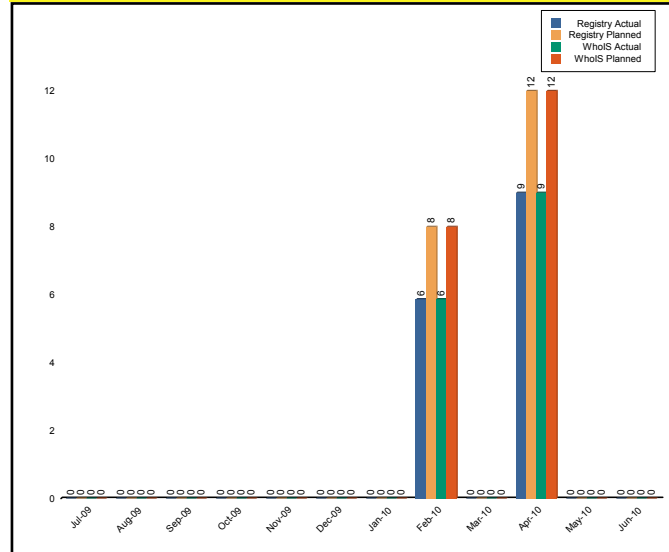
# AusRegistry Quarterly Report to auDA

## Detailed Technical Summary

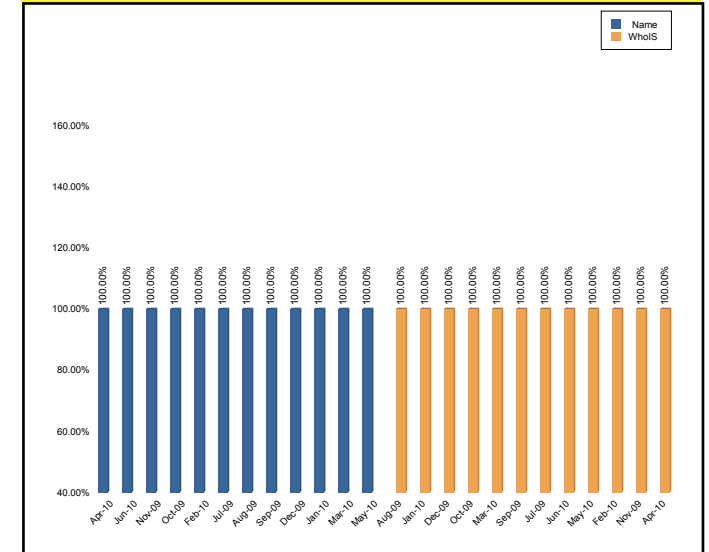
### Service Availability



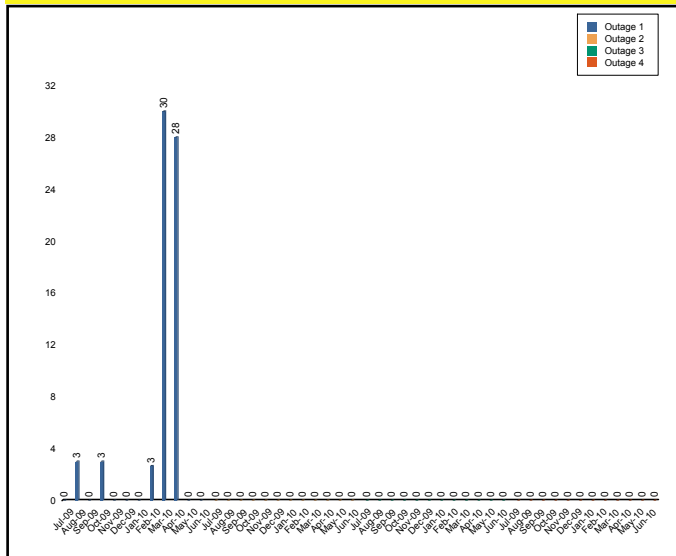
### Extended Planned Outage



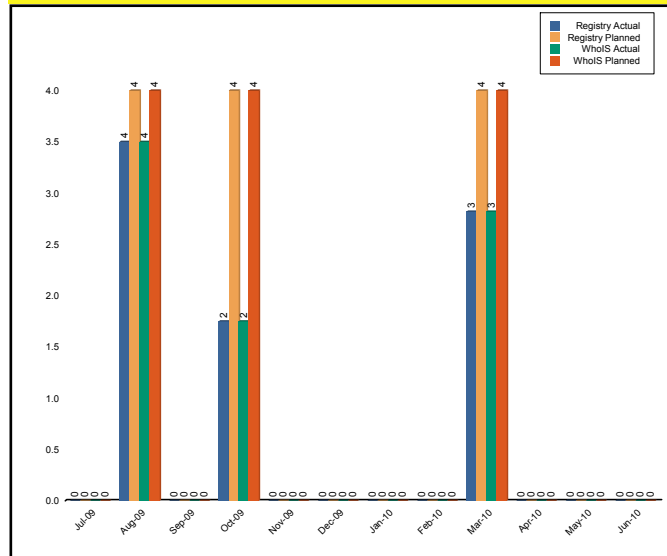
### Update Frequency



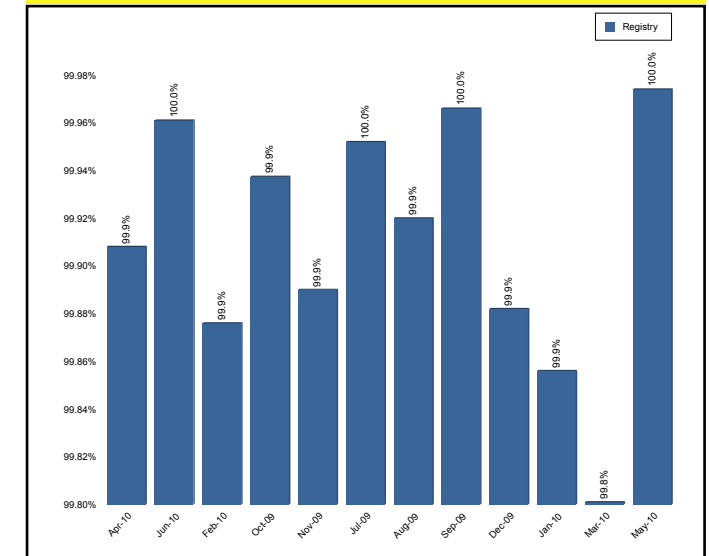
### Notification



### Planned Outage



### Processing Time: Create, Update, Delete



Since July 2006 only the create, update, delete processing time is graphically depicted

# AusRegistry Quaterly Report to auDA

## Definitions

FY 2009/2010 Q4

Terms	Definitions
<b>Cancel</b>	Deletion of a domain within 3 days of creation. The charge for the Create is refunded.
<b>Create</b>	New domain created by a Registrar and has been charged for.
<b>Delete</b>	A domain that is deleted from the Registry before expiry date but at least three (3) days after the date of creation.
<b>Drop-off</b>	The total of domains that expired without renewal, or were deleted.
<b>Expiry</b>	Purged from the Registry 30 days after expiry date.
<b>Purge</b>	The removal of domains from the registry database after expiry.
<b>Registration</b>	Domains Created less Cancelled Creates.
<b>Renewal</b>	Domain is renewed for another two-year term, within ninety days before or 30 days after expiry date.
<b>Transactions</b>	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.
<b>Transfers In</b>	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.
<b>Transfers Out</b>	When a Registrar loses ownership of a domain to another Registrar.
<b>Registrant Transfer</b>	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)
<b>Registry</b>	99.9 %
<b>Name Service</b>	100.0 %
<b>Whols</b>	99.9 %
<b>Registry Portal</b>	99.0 %
<b>Processing Time: Create, Update, Delete</b>	95.0 %
<b>Processing Time: Check</b>	95.0 %
<b>Update Frequency</b>	95.0 %
<b>Planned Outage Time</b>	4.0 hours
<b>Extended Planned Outages</b>	12.0 hours
<b>Planned Notification</b>	3.0 days

# AusRegistry Quarterly Report to auDA

## Disclaimer

*FY 2009/2010 Q4*

### 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.