

AusRegistry Quarterly Report to auDA

High-Level Scorecard

FY 2013/2013 Q1

Domains

	Score	%	Sep-13	Aug-13	Jul-13
Registrations	▼	-13.08	49100	56491	58203
Transactions	▼	-6.66	128378	137536	139098
Renewals	▼	-4.12	66640	69505	69294
Registrant Transfer	▲	32.25	1833	1386	1918
Drop-off	▲	-7.77	37703	40880	40486
Total Domains					
.au	▲	0.42	2718664	2707267	2691656
com.au	▲	0.45	2349694	2339144	2325209
net.au	▲	0.20	291002	290423	289176
org.au	▲	0.44	60537	60272	59863
asn.au	▼	-0.28	3979	3990	3998
id.au	▲	0.08	13209	13198	13167
CGDNs	▲	1.25	243	240	243

Registrars

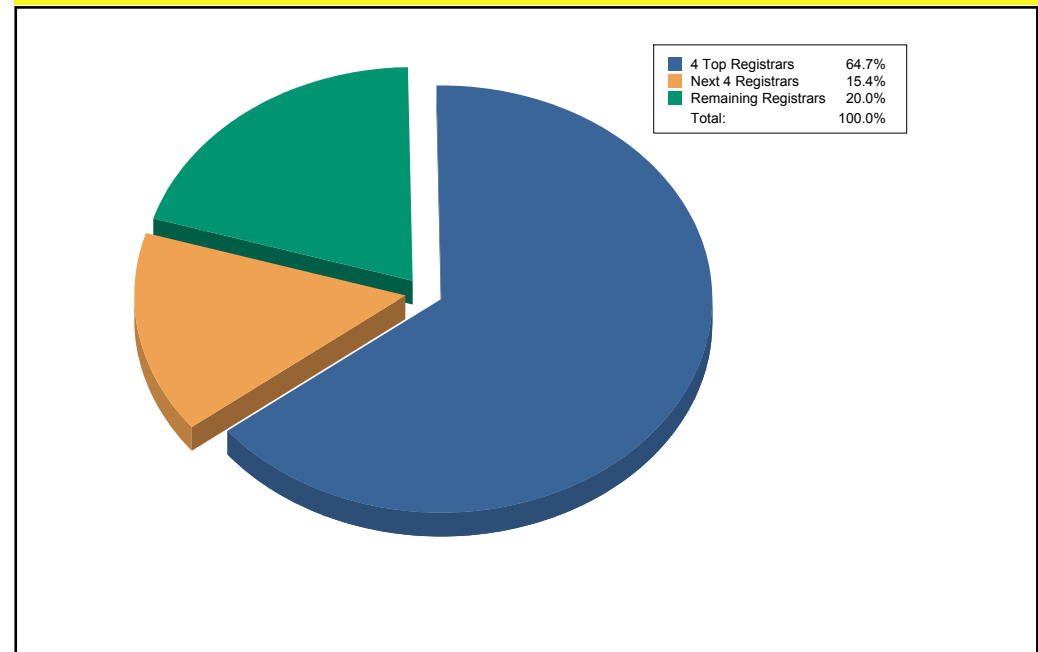
	Score	%	Sep-13	Aug-13	Jul-13
Accredited	●	0.00	42	42	42
Provisional	▲	33.33	4	3	1

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	▲	100.00%					
Processing Time: Check	▲	100.00%					
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'

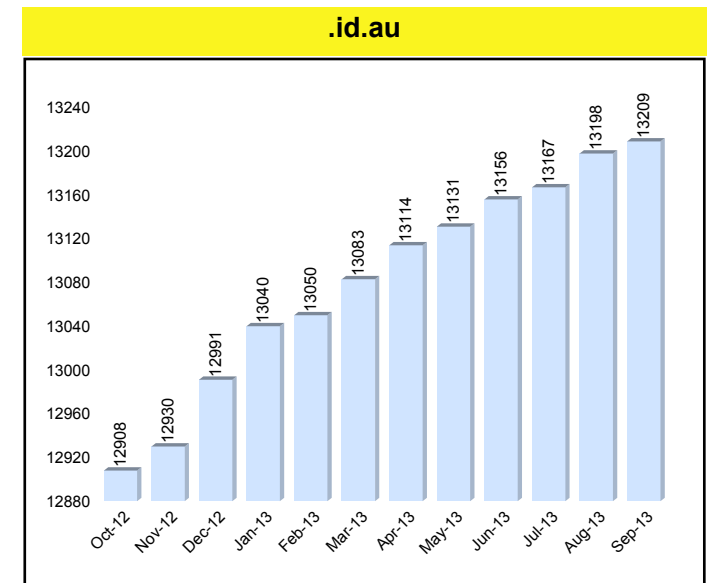
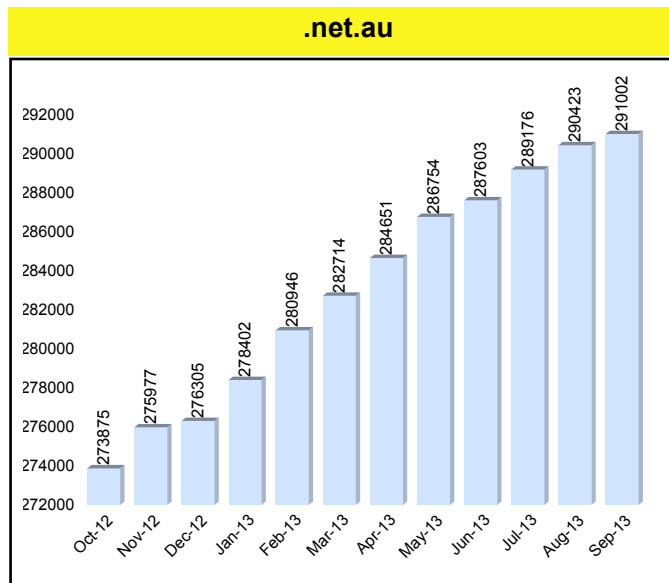
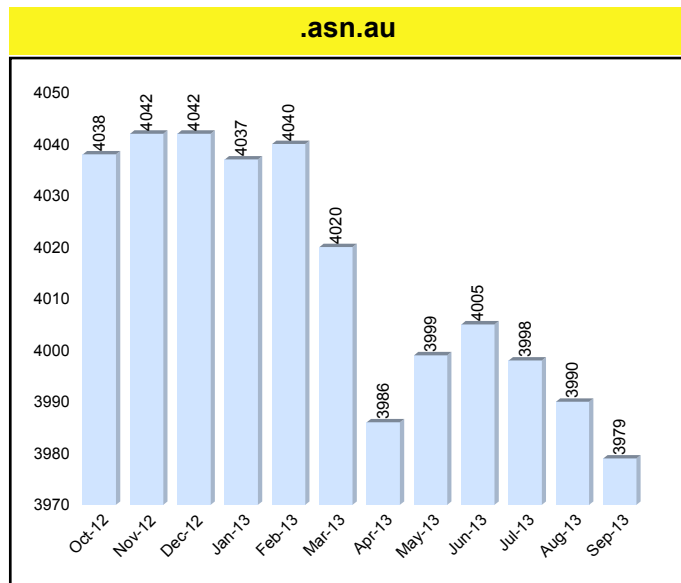
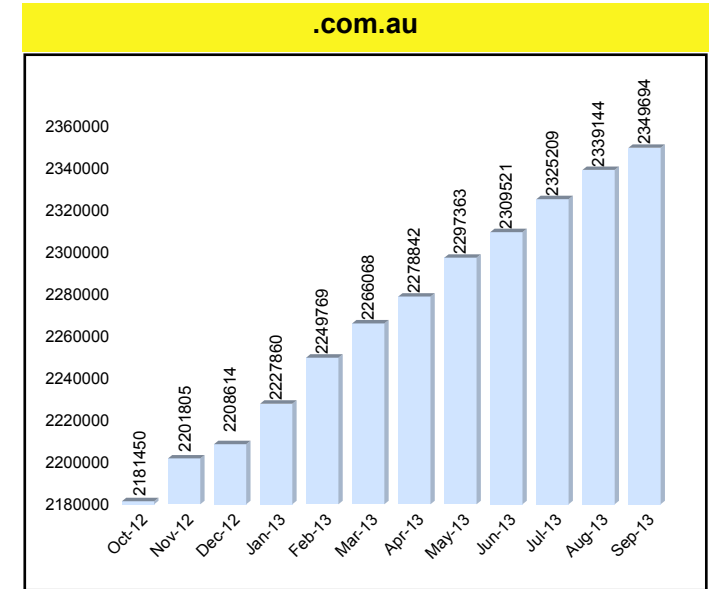
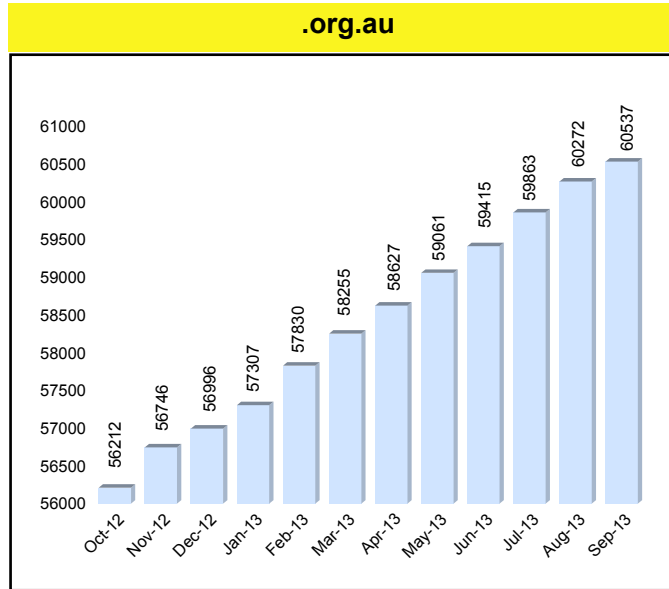
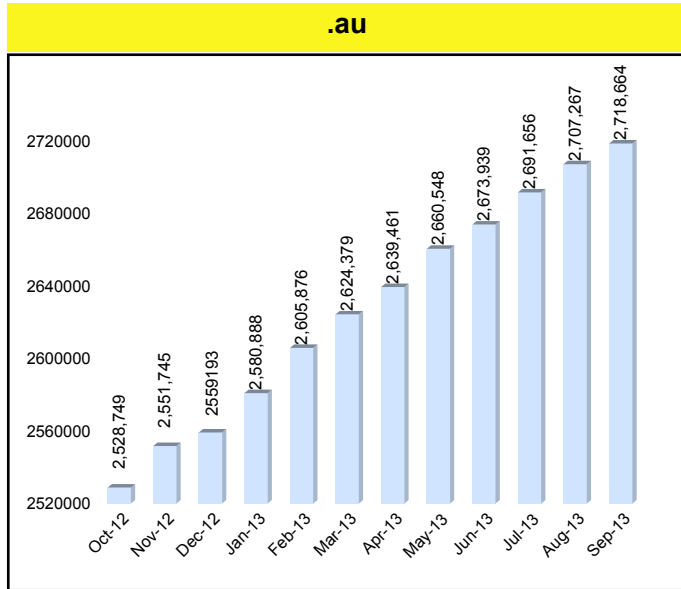
Market Share in .au



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Total Domains Scorecard

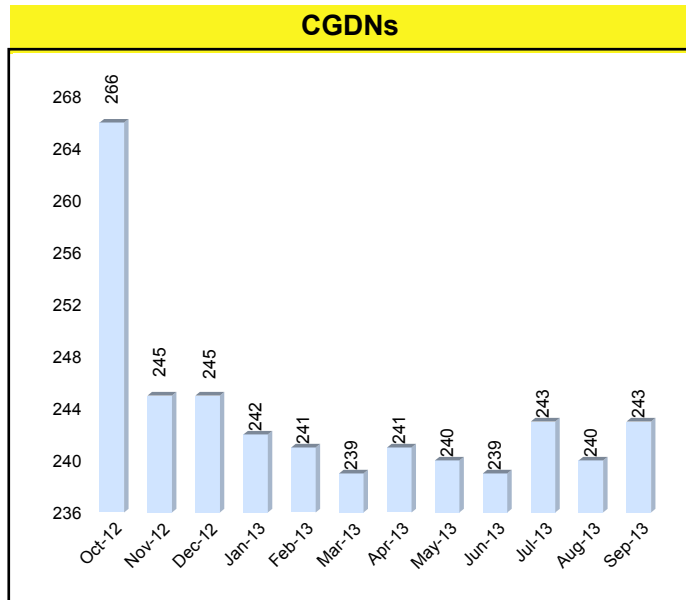
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Total Domains Scorecard

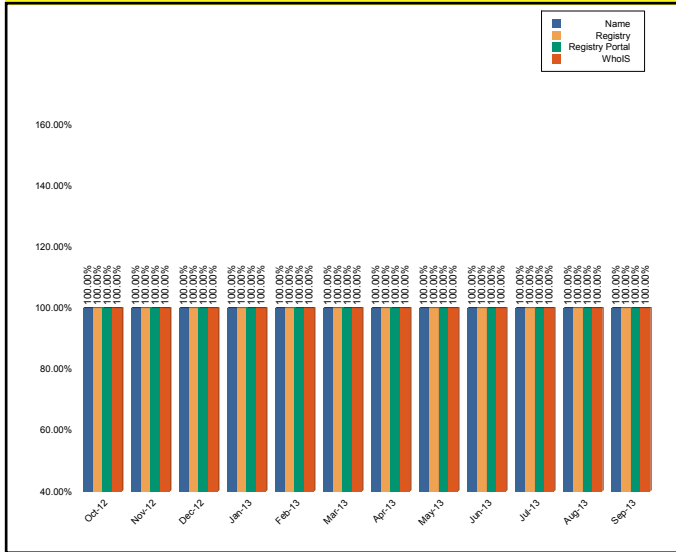
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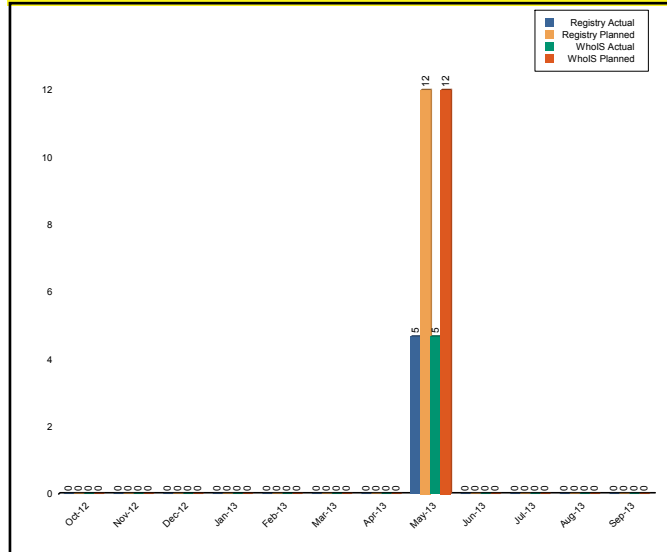
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Detailed Technical Summary

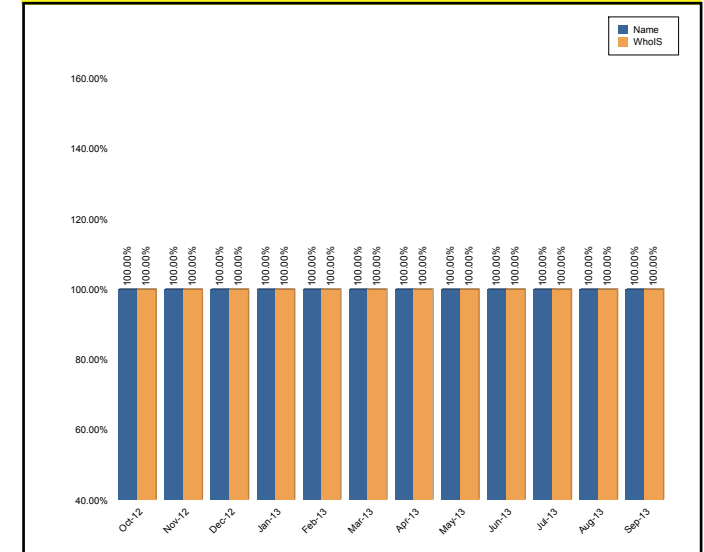
Service Availability



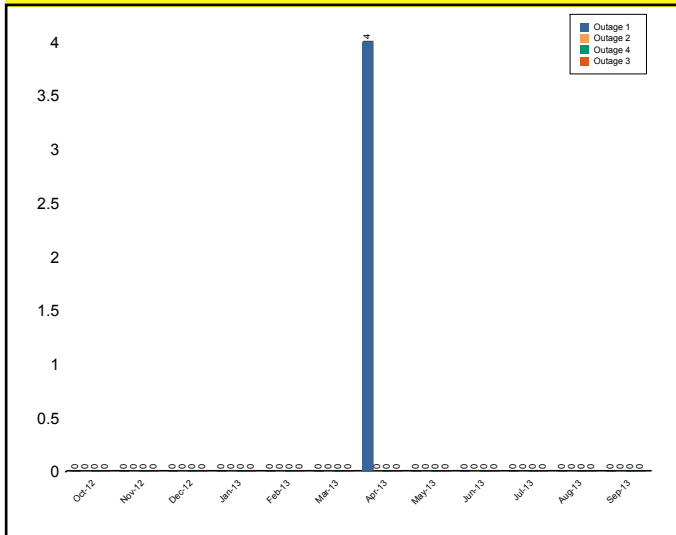
Extended Planned Outage



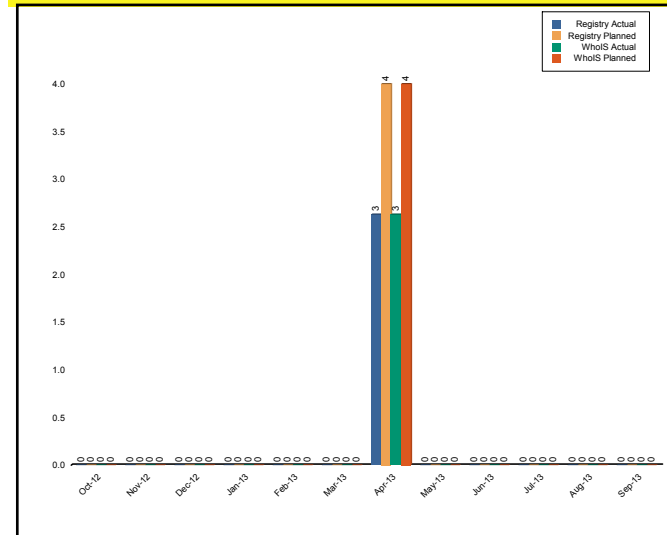
Update Frequency



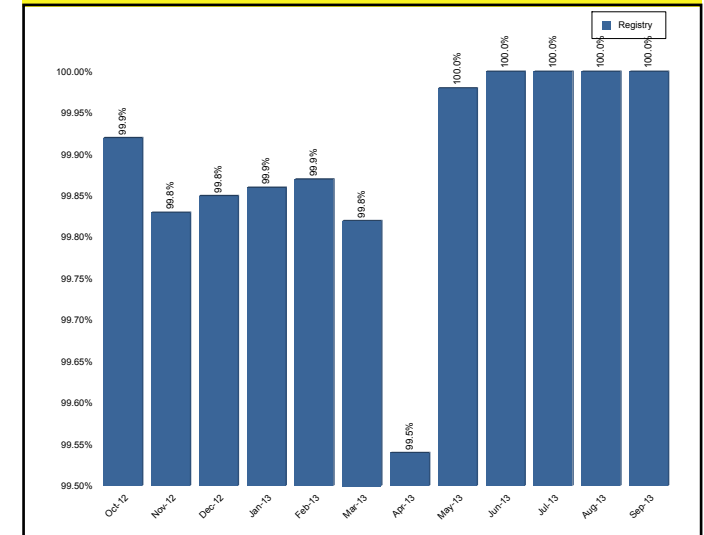
Notification



Planned Outage



Processing Time: Create, Update, Delete



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

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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 renewals, 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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