

AusRegistry Quarterly Report to auDA

High-Level Scorecard

FY 2014/2014 Q1

Domains

| | Score | % | Sep-14 | Aug-14 | Jul-14 |
|----------------------------|-------|--------|----------------|---------|---------|
| Registrations | ▼ | -4.97 | 51981 | 54700 | 54711 |
| Transactions | ▼ | -14.43 | 132525 | 154869 | 152975 |
| Renewals | ▼ | -2.50 | 68684 | 70442 | 80290 |
| Registrant Transfer | ▼ | -8.10 | 1146 | 1247 | 1244 |
| Drop-off | ▲ | -3.68 | 39581 | 41094 | 40547 |
| Total Domains | | | | | |
| .au | ▲ | 0.43 | 2881387 | 2868987 | 2855381 |
| com.au | ▲ | 0.49 | 2477959 | 2465984 | 2453123 |
| net.au | ▲ | 0.11 | 323274 | 322933 | 322102 |
| org.au | ▲ | 0.12 | 62744 | 62669 | 62671 |
| asn.au | ▼ | -0.21 | 3812 | 3820 | 3899 |
| id.au | ▲ | 0.14 | 13361 | 13342 | 13346 |
| CGDNs | ▼ | -0.84 | 237 | 239 | 240 |

Registrars

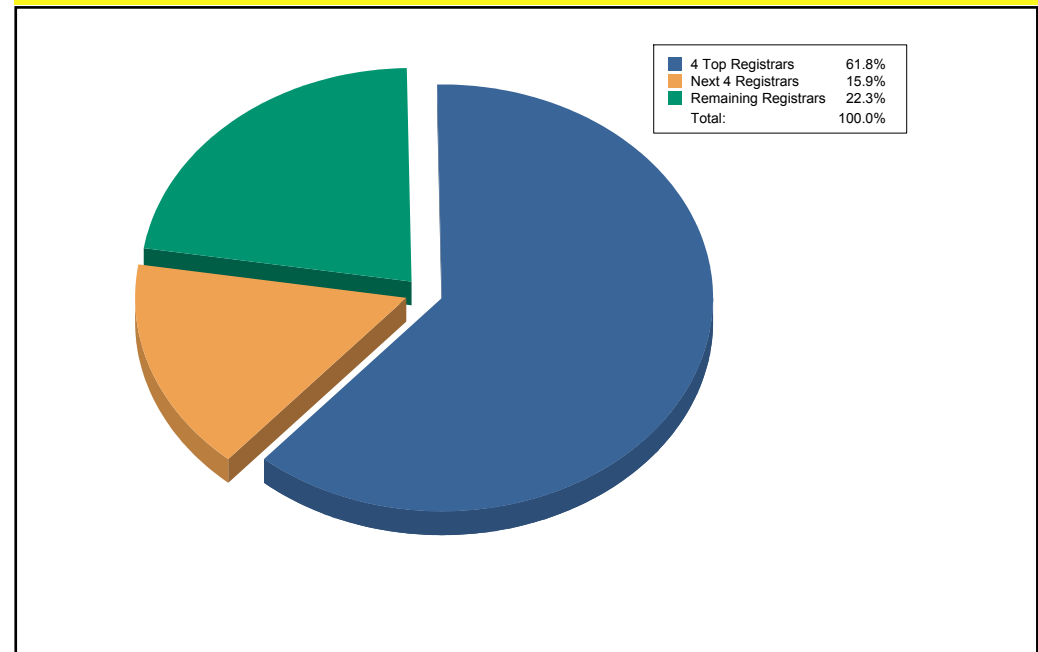
| | Score | % | Sep-14 | Aug-14 | Jul-14 |
|--------------------|-------|------|-----------|--------|--------|
| Accredited | ● | 0.00 | 46 | 46 | 47 |
| Provisional | ● | 0.00 | 1 | 1 | 1 |

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 | ▲ | 99.97% | | | | | |
| Processing Time: Check | ▲ | 99.98% | | | | | |
| Update Frequency | ▲ | | | | | 100.00% | 100.00% |
| Planned Outage Time | ▲ | 3.75 | | | | | 3.75 |
| Extended Planned Outage Time | ▲ | 0.00 | | 0.00 | | | |
| Planned Notification | ▼ | 4.00 | | 4.00 | | | |

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

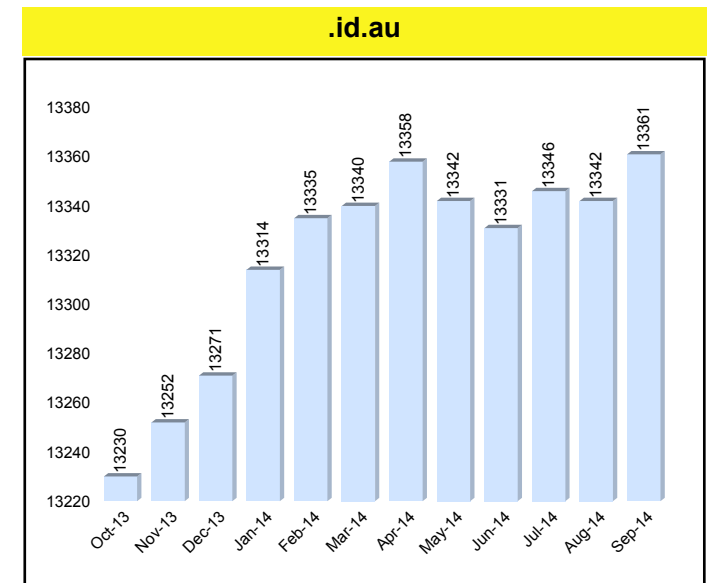
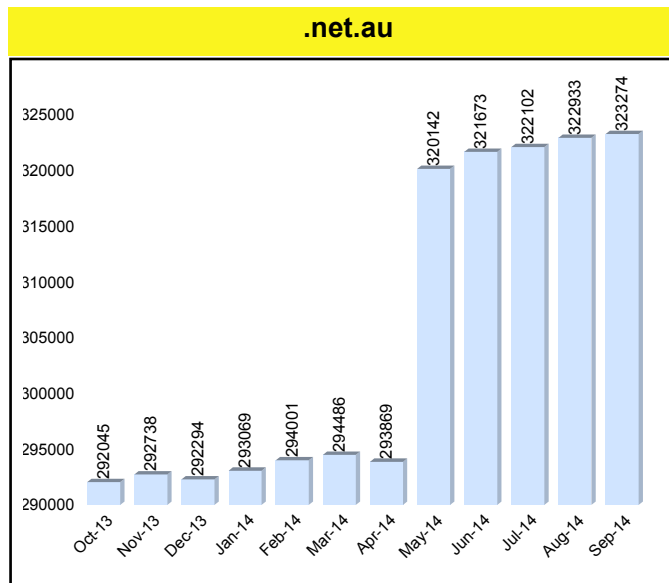
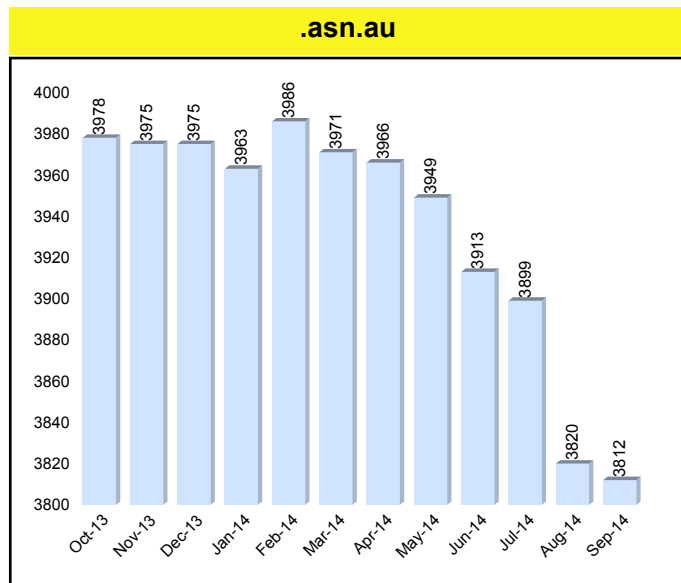
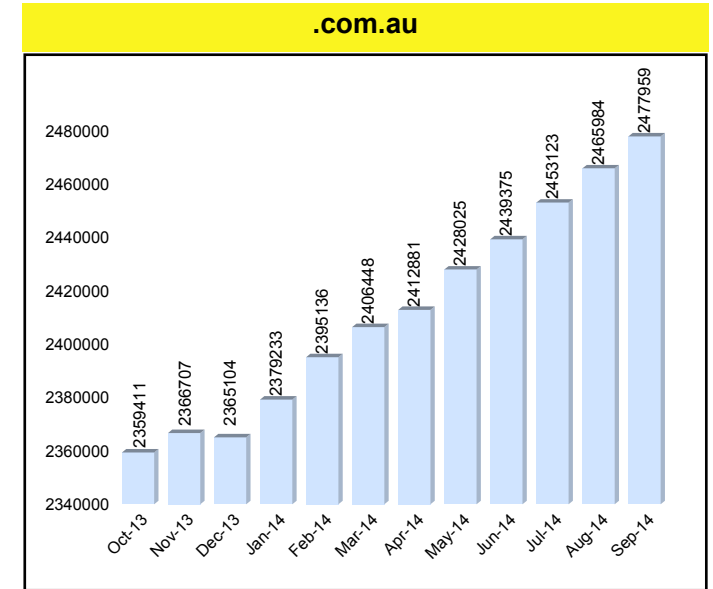
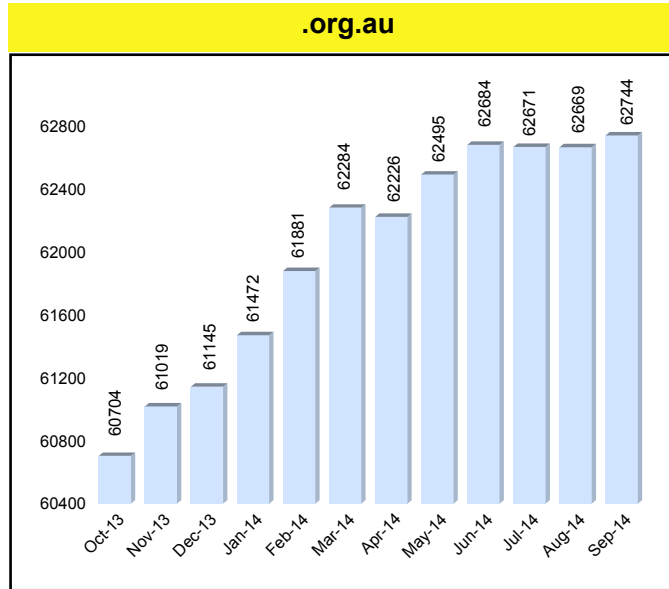
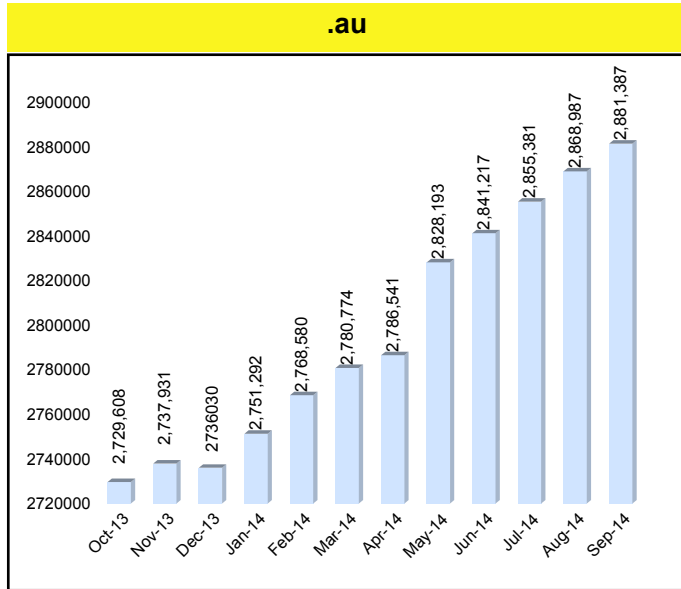
Market Share in .au



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Total Domains Scorecard

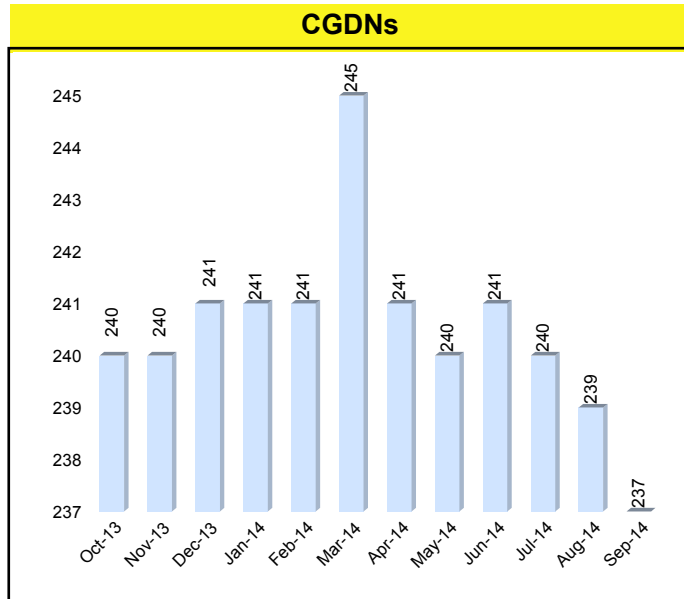
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Total Domains Scorecard

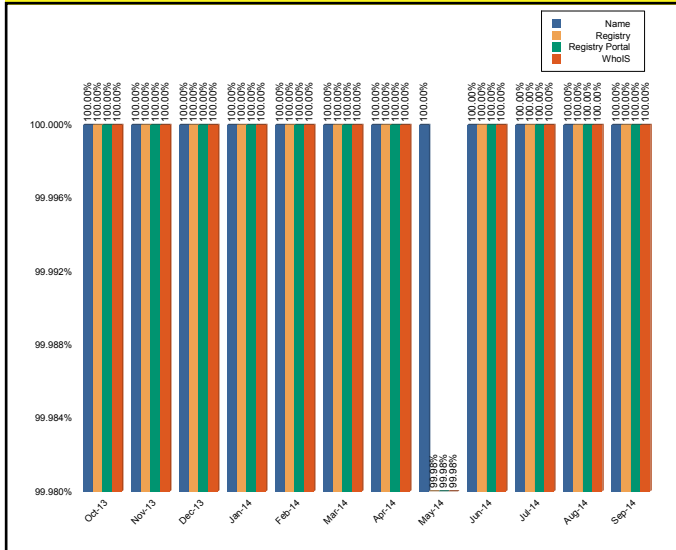
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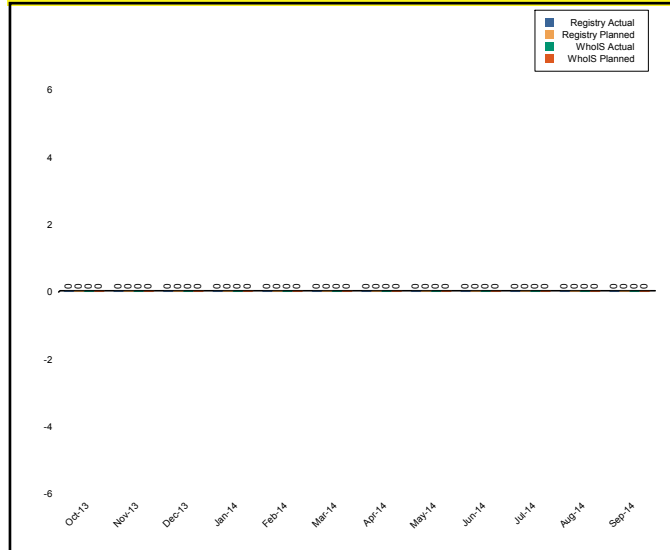
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Detailed Technical Summary

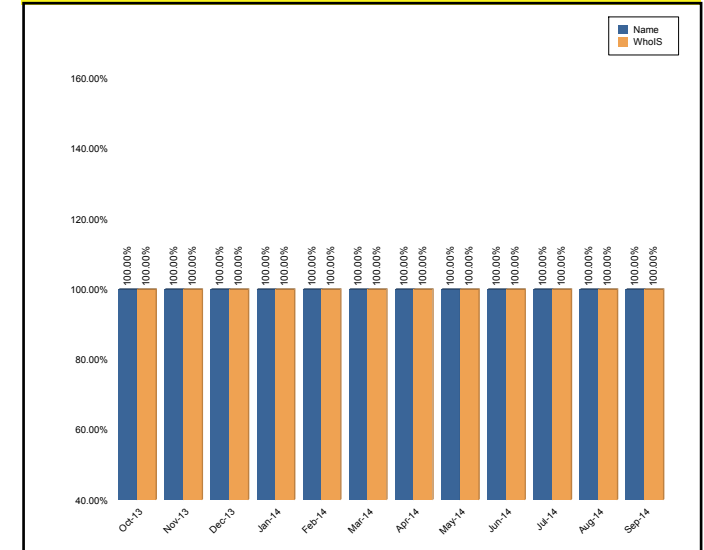
Service Availability



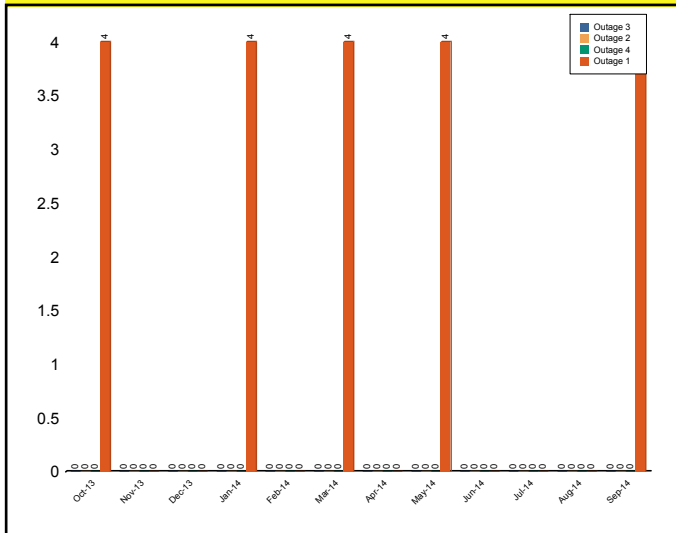
Extended Planned Outage



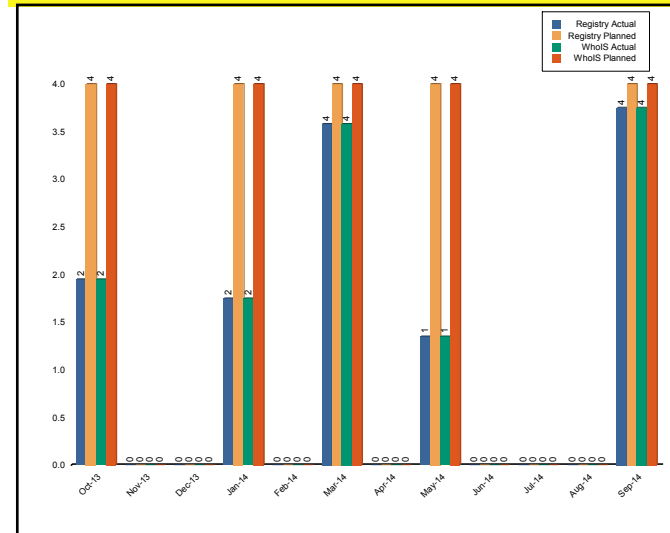
Update Frequency



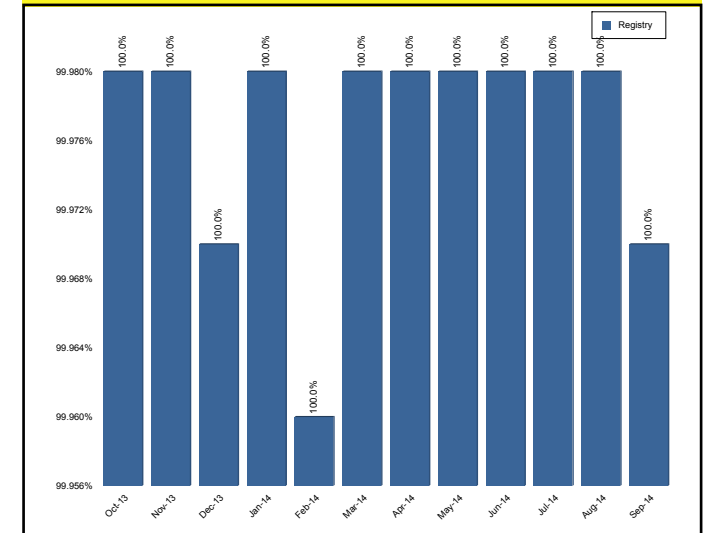
Notification



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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