

AusRegistry EOM Report to auDA Board

High-Level Scorecard

June-03

Domains

| | Score | % | Jun-03 | May-03 | Apr-03 |
|----------------------|-------|-------|---------------|--------|--------|
| Registrations | ▲ | 1.21 | 9953 | 9834 | 8598 |
| Transactions | ▲ | 26.73 | 23475 | 18524 | 15489 |
| Renewals | ▲ | 4.92 | 7270 | 6929 | 5475 |
| Drop-off | ▼ | 8.80 | 3339 | 3069 | 2707 |
| Total Domains | | | | | |
| .au | ▲ | 1.94 | 347576 | 340962 | 334197 |
| .com.au | ▲ | 1.74 | 308423 | 303143 | 297722 |
| .net.au | ▲ | 3.73 | 20149 | 19425 | 18644 |
| .org.au | ▲ | 3.09 | 13279 | 12881 | 12488 |
| .asn.au | ▲ | 0.82 | 3198 | 3172 | 3143 |
| .id.au | ▲ | 7.95 | 2527 | 2341 | 2200 |

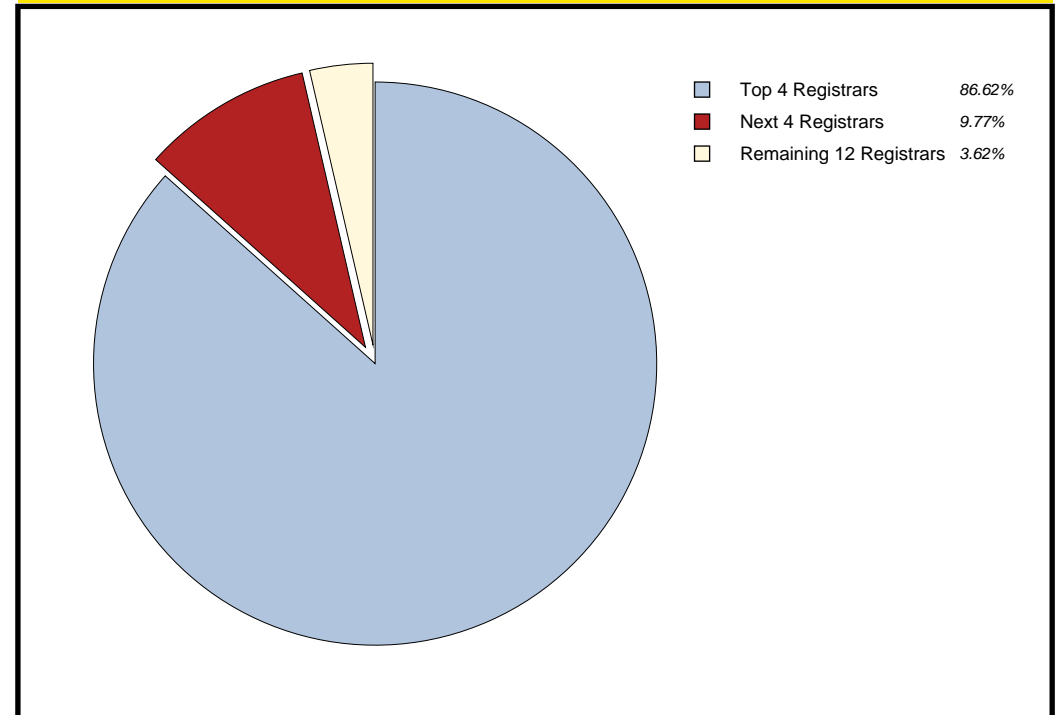
Registrars

| | Score | % | Jun-03 | May-03 | Apr-03 |
|--------------------|-------|------|-----------|--------|--------|
| Accredited | ◆ | 0.00 | 20 | 20 | 19 |
| Provisional | ◆ | 0.00 | 2 | 2 | 3 |

Technical

| Performance Level | Score | SLA | Registry | Name | WhoIS |
|-----------------------------|-------|-------|----------|---------|--------|
| Service Availability | ▲ | 99.5% | 99.98% | 100.00% | 99.98% |
| Processing Time | ▲ | 95% | 99.89% | | |
| Update Frequency | ▲ | 95% | | 100.00% | |
| Planned Outage Time | ▲ | 8 | 3.0 | | 3.0 |
| Extended Planned Outages | ▲ | 18 | 0 | | 0 |
| Planned Outage Notification | ◆ | 3 | 3 | | 3 |

Market Share in .au

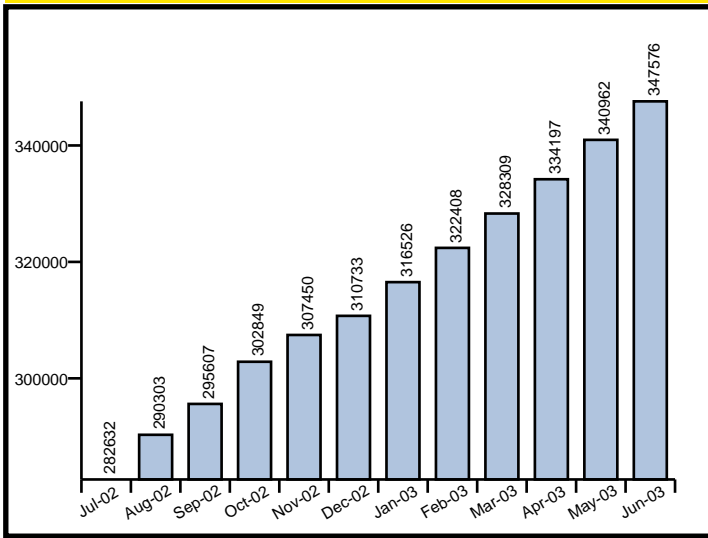


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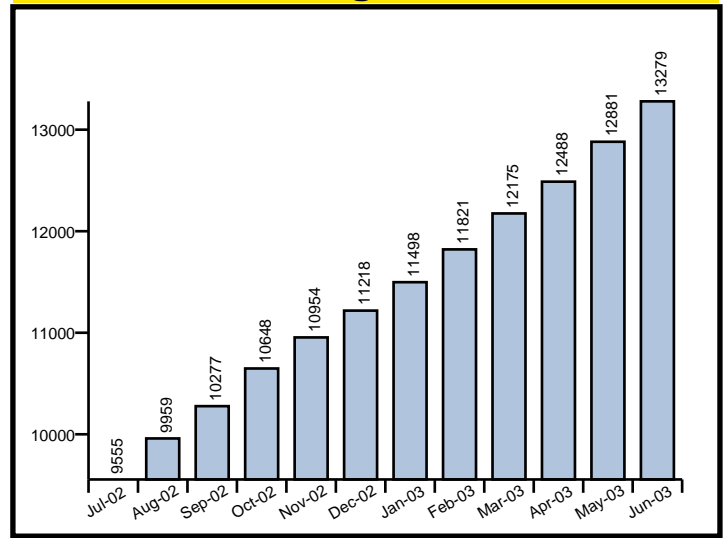
Total Domains Scorecard

June-03

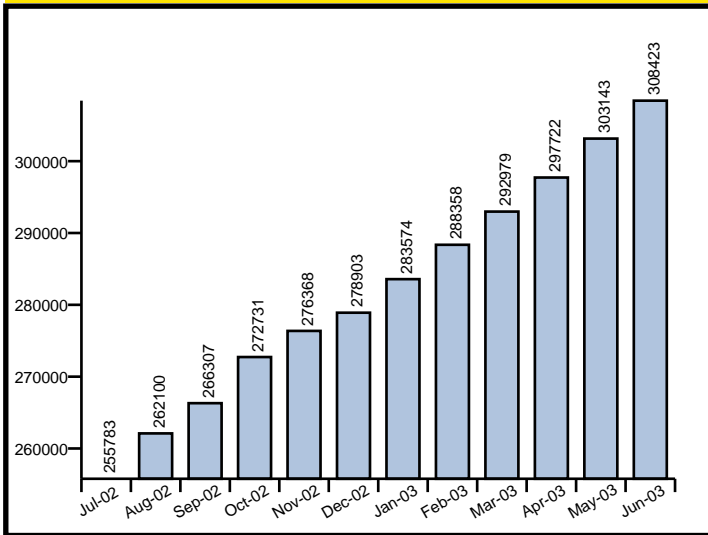
.au



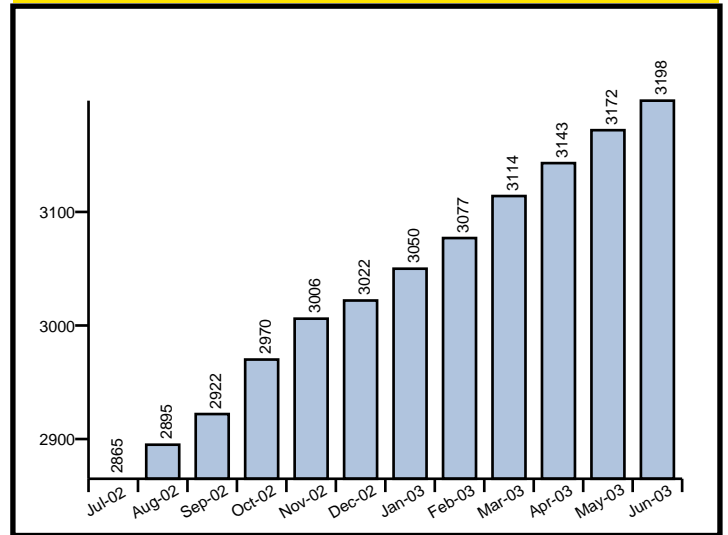
.org.au



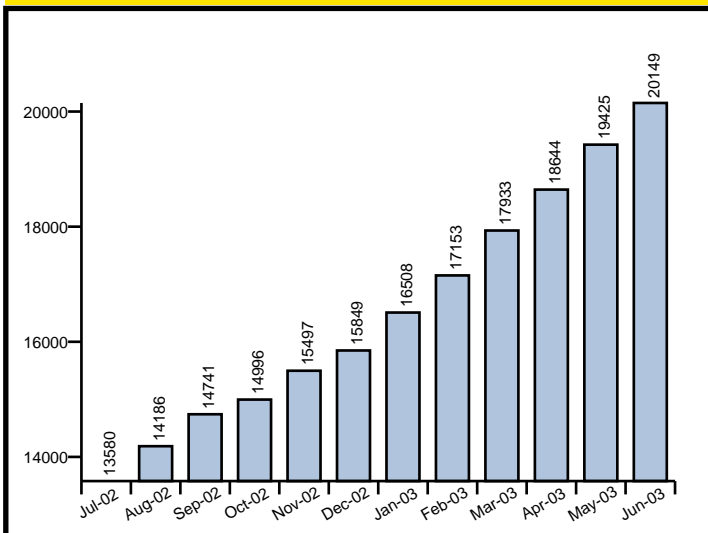
.com.au



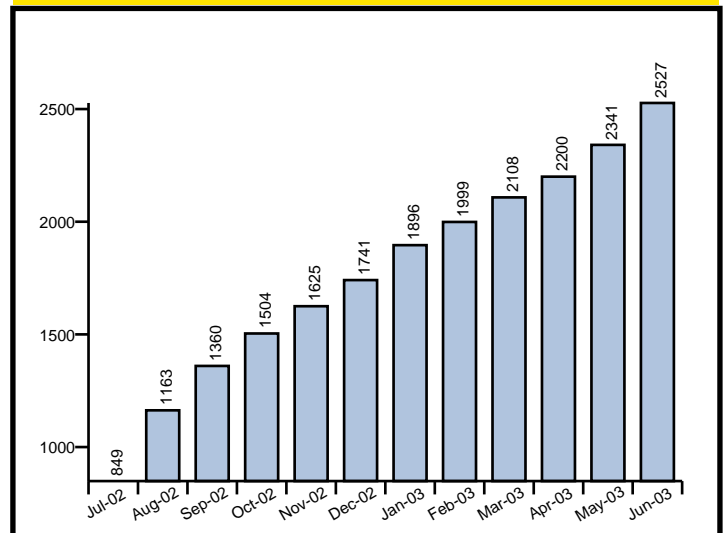
.asn.au



.net.au



.id.au

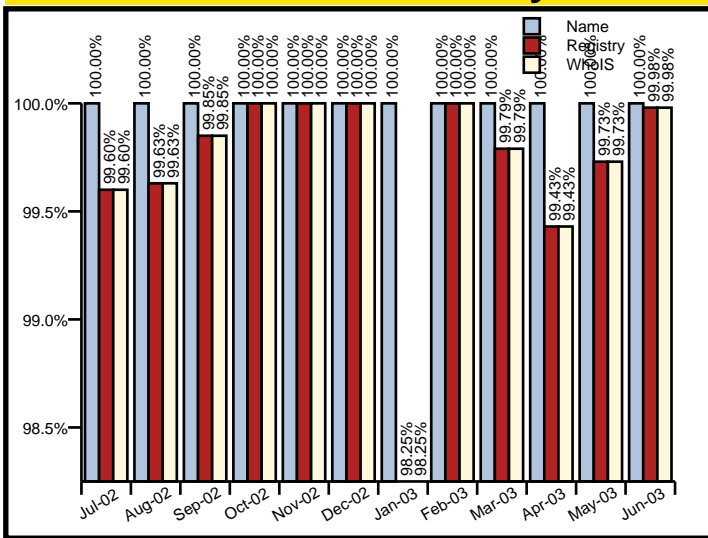


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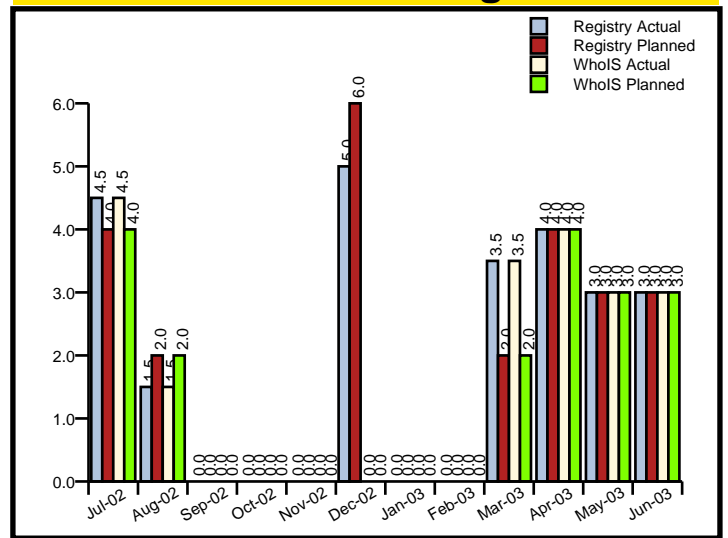
Detailed Technical Summary

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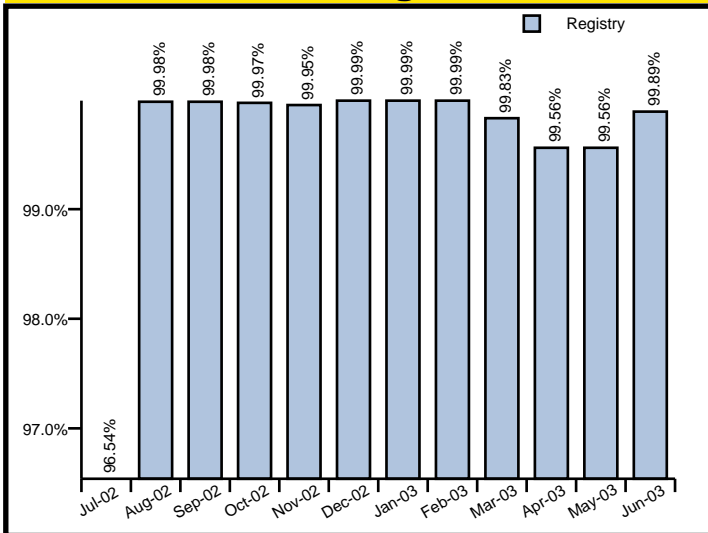
Service Availability



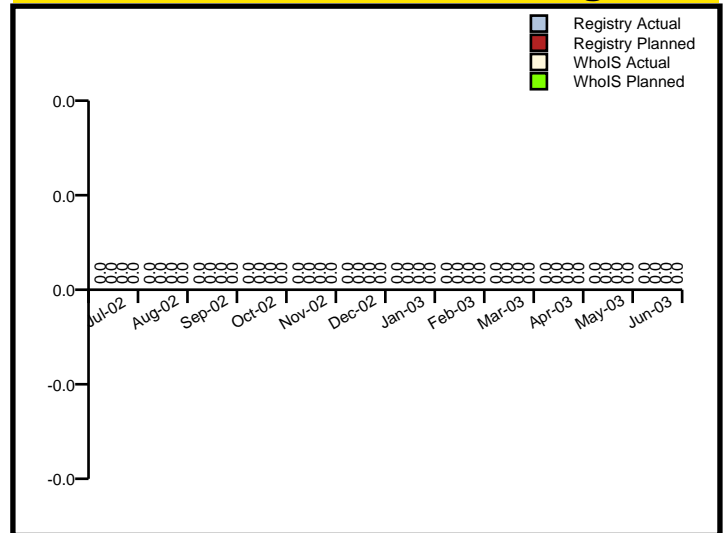
Planned Outage



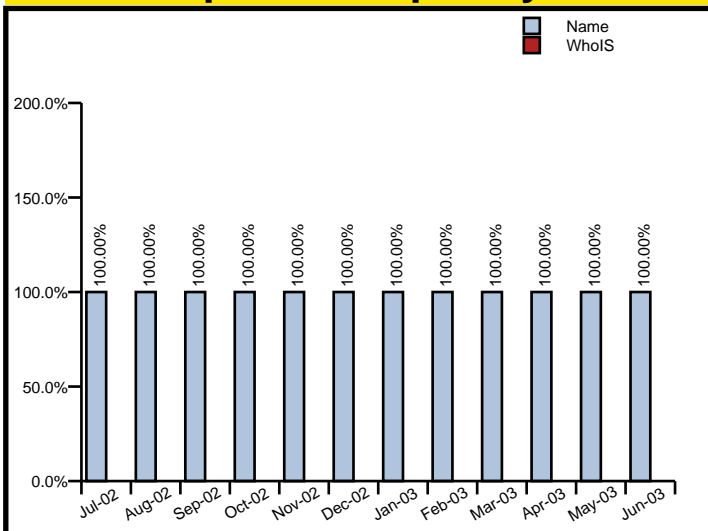
Processing Time



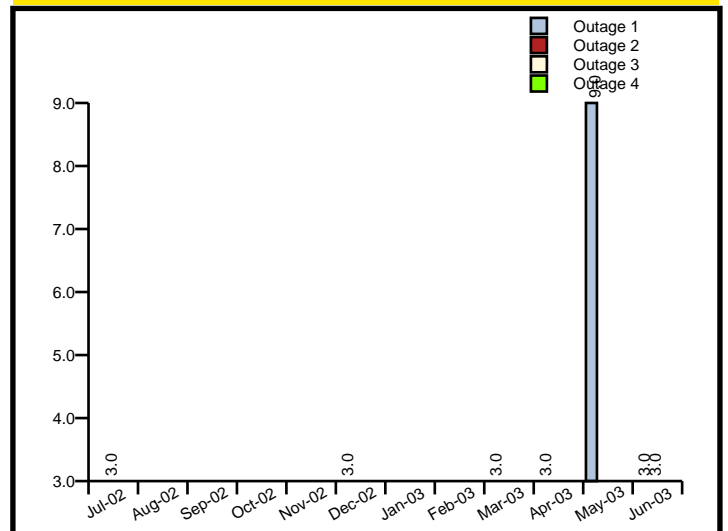
Extended Planned Outage



Update Frequency



Notification



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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 14-21 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 fourteen 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. |

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