

AusRegistry Quarterly Report to auDA

High-Level Scorecard

FY 2013/2014 Q3

Domains

	Score	%	Mar-14	Feb-14	Jan-14
Registrations	▲	7.35	54893	51136	47697
Transactions	▲	5.92	143058	135057	128207
Renewals	▲	4.84	74673	71229	69421
Registrant Transfer	▼	-7.48	2115	2286	1570
Drop-off	▼	26.15	42699	33848	32435
Total Domains					
.au	▲	0.44	2780774	2768580	2751292
com.au	▲	0.47	2406448	2395136	2379233
net.au	▲	0.16	294486	294001	293069
org.au	▲	0.65	62284	61881	61472
asn.au	▼	-0.38	3971	3986	3963
id.au	▲	0.04	13340	13335	13314
CGDNs	▲	1.66	245	241	241

Registrars

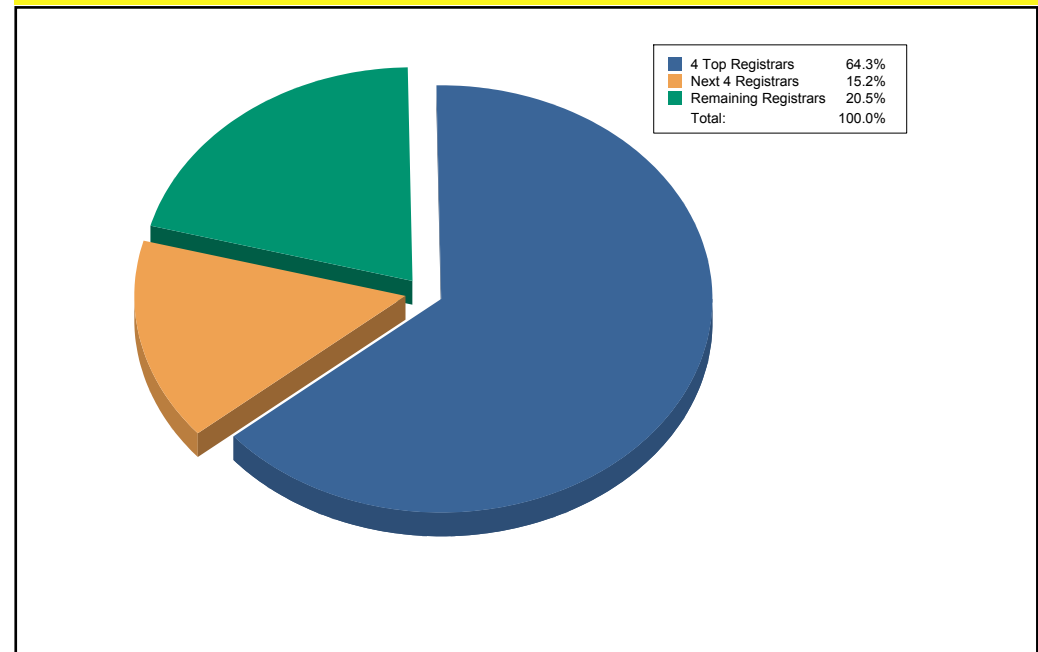
	Score	%	Mar-14	Feb-14	Jan-14
Accredited	●	0.00	45	45	44
Provisional	●	0.00	3	3	4

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	▲	99.98%					
Processing Time: Check	▲	100.00%					
Update Frequency	▲					100.00%	100.00%
Planned Outage Time	▲	3.58					3.58
Extended Planned Outage Time	▲	0.00		0.00			
Planned Notification	▼	4.00		4.00			

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

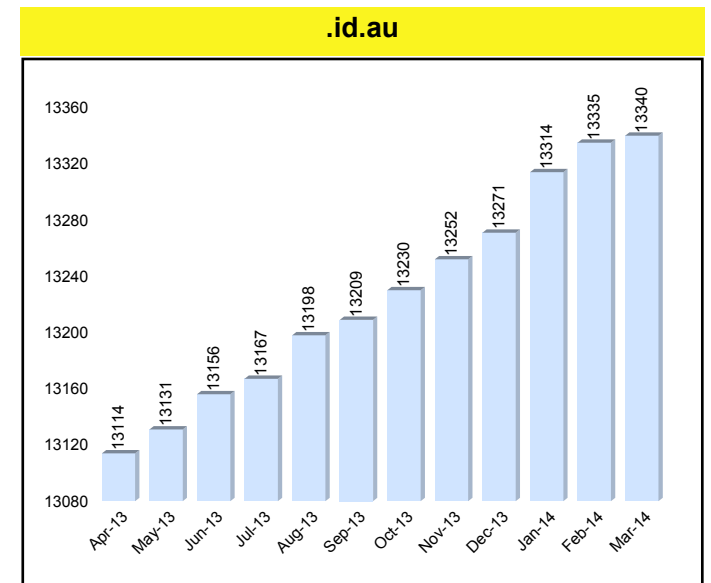
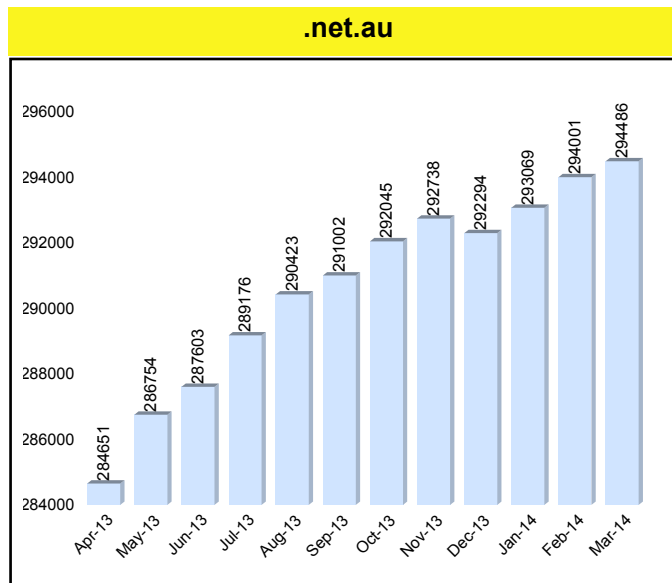
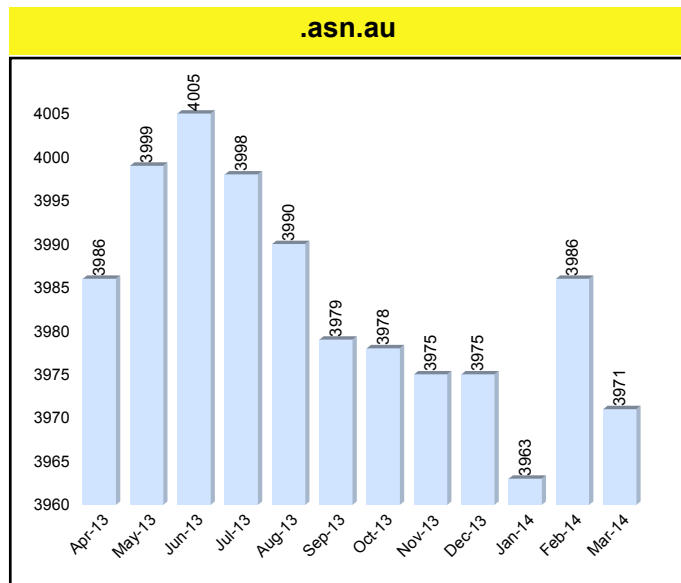
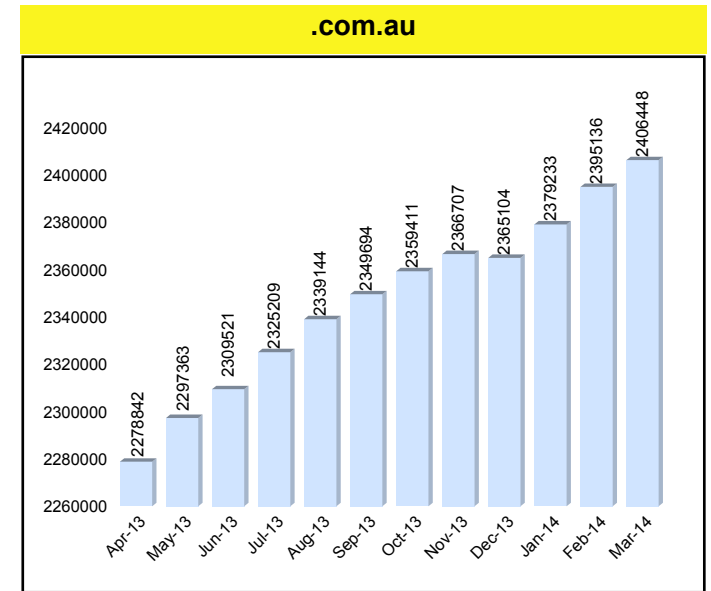
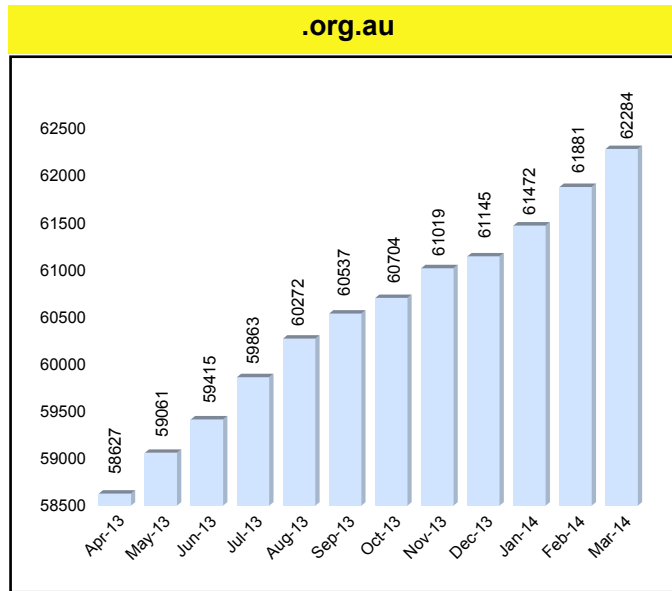
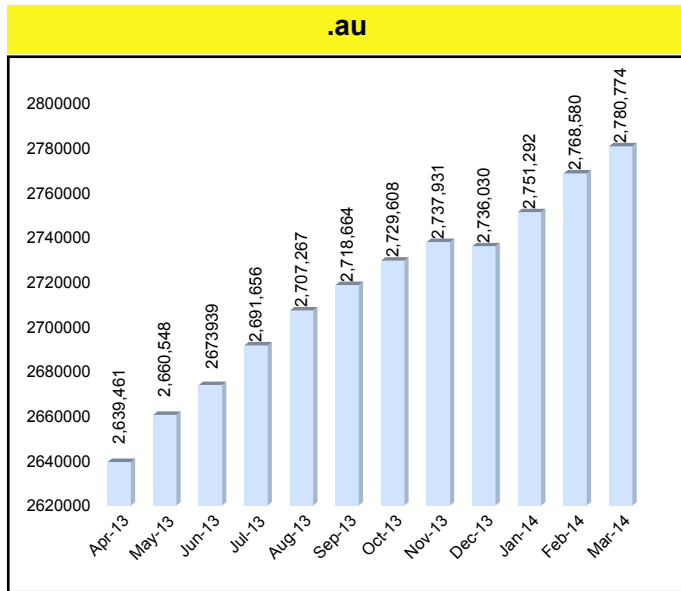
Market Share in .au



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Total Domains Scorecard

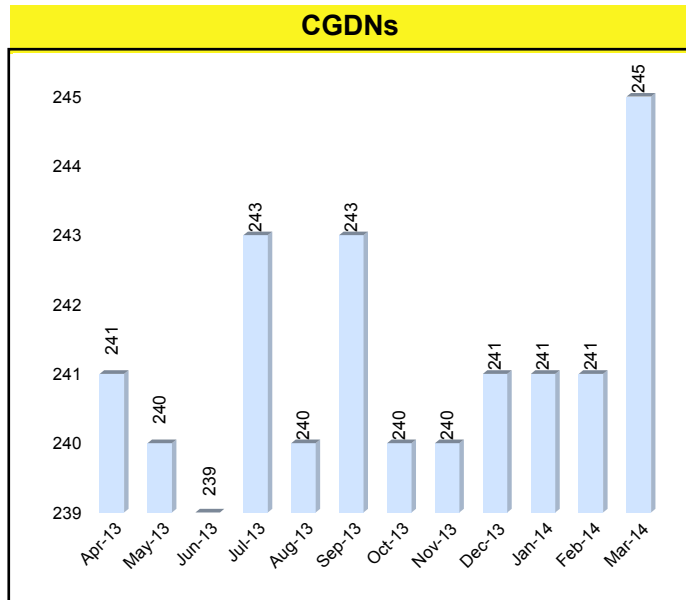
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Total Domains Scorecard

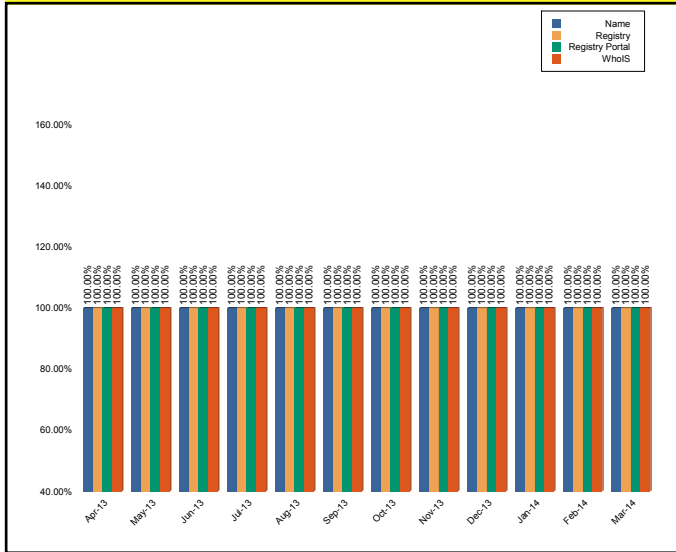
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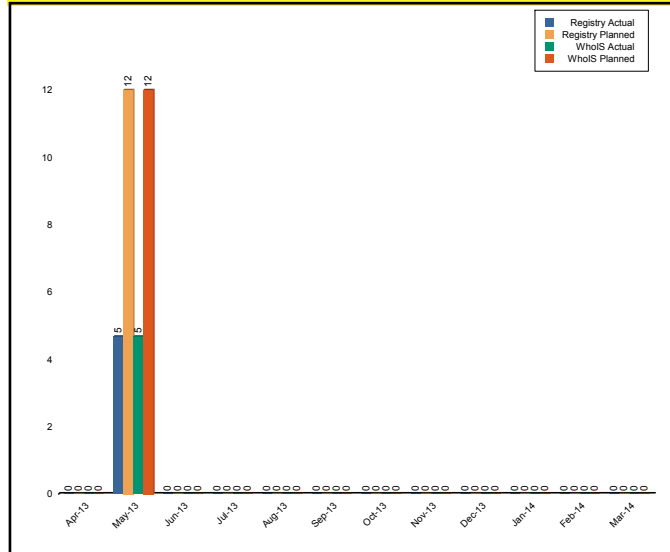
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Detailed Technical Summary

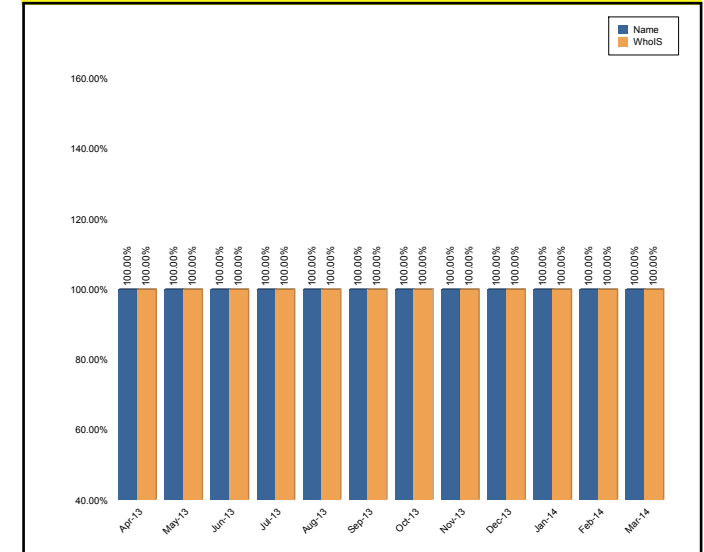
Service Availability



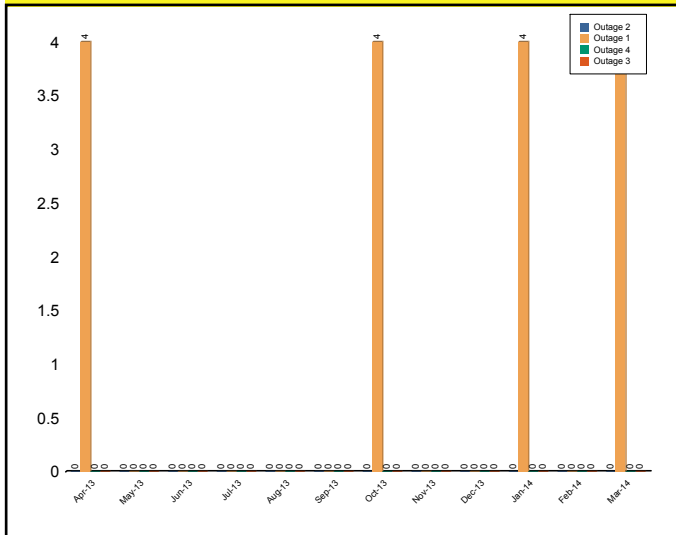
Extended Planned Outage



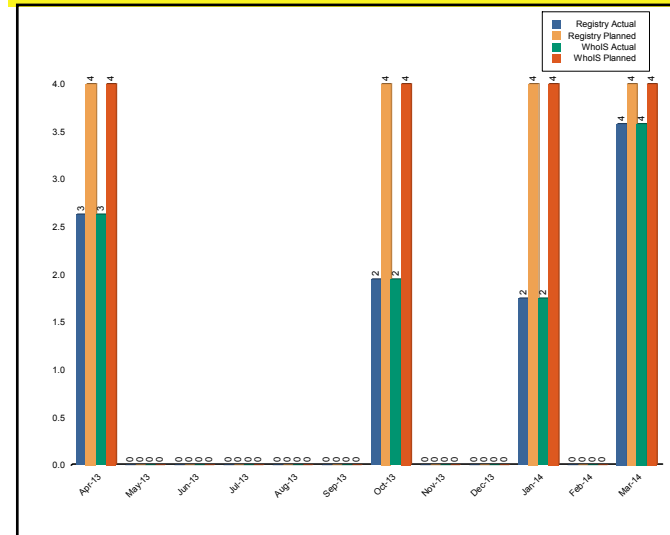
Update Frequency



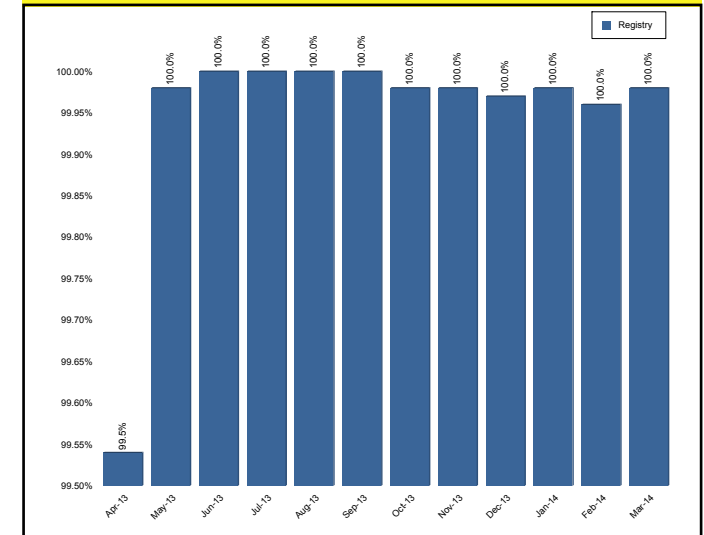
Notification



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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