

# AusRegistry EOY Report to auDA

## High-Level Scorecard

FY2008/2009

Registry					
	Year Total	Q4	Q3	Q2	Q1
<b>Registrations</b>	397379	113621	93121	82410	108227
<b>Transactions</b>	854753	275888	200779	169823	208263
<b>Renewals</b>	337299	91981	89000	72374	83944
<b>Registrant Transfer</b>	5443	1373	1240	1836	994
<b>Drop-off</b>	148325	41711	33904	37542	35168

Domains						
	Year 1 Growth	Q4	Q3	Q2	Q1	Starting Figure
<b>.au</b>	248791	1417297	1345462	1286439	1241208	1168506
<b>com.au</b>	212568	1221915	1160687	1110959	1072489	1009347
<b>net.au</b>	27809	140364	132259	125535	120665	112555
<b>org.au</b>	7156	41323	39271	37018	35376	34167
<b>asn.au</b>	359	3842	3686	3582	3469	3483
<b>id.au</b>	899	9853	9559	9345	9209	8954

\*The quarterly 'total .au domains' figures have been adjusted from previous monthly reports

Registrars					
	Q4	Q3	Q2	Q1	Starting Figure
<b>Accredited</b>	30	29	29	28	27
<b>Provisional</b>	2	3	3	5	6

Technical					
Performance Level*	Score	Registry	Name Service	Whols	Admin Website
Service Availability	▲	99.99%	100.00%	100.00%	%
Processing Time: Create, Update, Delete	▲	99.98%			
Processing Time: Check	▲	99.99%			
Update Frequency	▲				
Planned Outage Time	▲	0.53		0.53	
Extended Planned Outage Time	▲	0		0	
Planned Outage Notification	●	3		3	

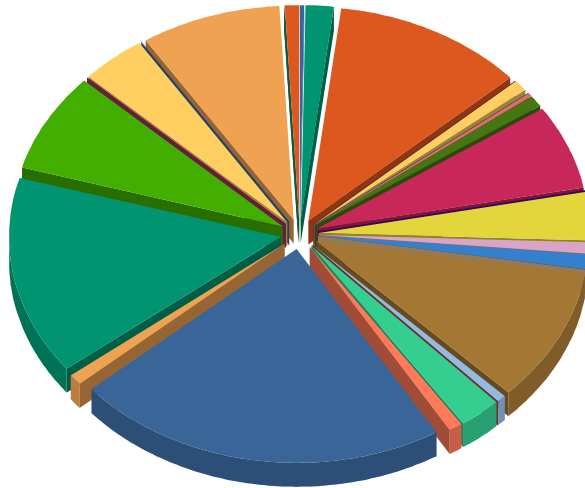
\*AusRegistry's agreed minimum Service Levels are listed in 'Definitions'

# AusRegistry EOY Report to auDA

## Quarterly Market Share Pie Charts

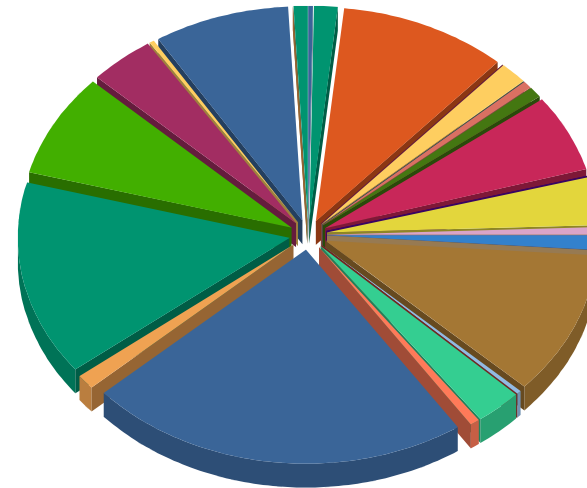
FY 2008/2009

Q4 (June 2009)



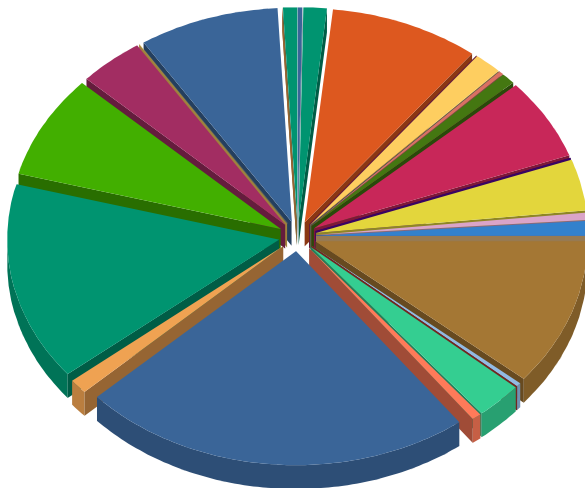
Anchor Systems	0.2%
auDA	0.0%
AussieHQ Pty Ltd	1.8%
Aust Domains	11.2%
Bottle	0.0%
Bottle Domains	1.0%
Cheaper Domains	0.1%
Connect West	0.4%
Discount Domain Name Services	0.7%
Distribute.IT	6.5%
Domain Candy	0.1%
Domain Central	3.4%
Domain Directors	1.0%
Domain Registration Services	1.0%
Domain8	0.1%
Enetica	10.1%
Explorer	0.4%
Feature Domains	0.0%
IntaServe	2.7%
MD Web Hosting	0.8%
Melbourne IT	22.1%
Namescout	0.9%
NetRegistry	15.0%
PlanetDomain	7.5%
Safenames Ltd	0.0%
SMARTYHOST	3.7%
Sublime IP	0.2%
TPP Internet	8.1%
Web Access Pty Ltd	0.1%
WestNet Pty Ltd	0.8%
Total:	100.0%

Q3 (March 2009)



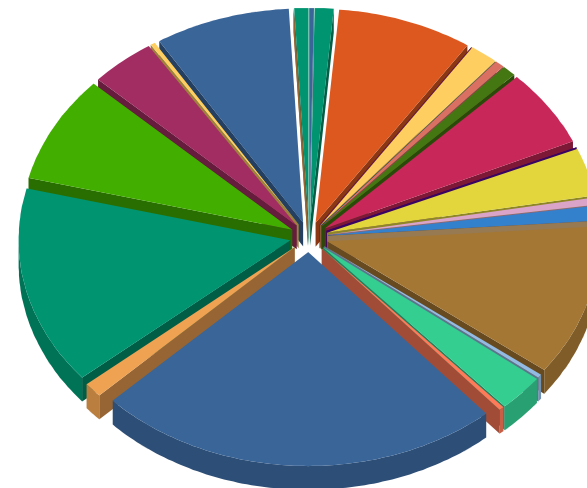
Anchor Systems	0.3%
auDA	0.0%
AussieHQ Pty Ltd	1.5%
Aust Domains	10.0%
Bottle	0.0%
Bottle Domains	1.6%
Cheaper Domains	0.0%
Connect West	0.5%
Discount Domain Name Services	0.8%
Distribute.IT	6.1%
Domain Candy	0.1%
Domain Central	3.7%
Domain Directors	0.6%
Domain Registration Services	1.0%
Domain8	0.0%
Enetica	10.9%
Explorer	0.3%
Feature Domains	0.0%
IntaServe	2.8%
MD Web Hosting	0.6%
Melbourne IT	22.8%
Namescout	1.0%
NetRegistry	14.9%
PlanetDomain	7.8%
SMARTYHOST	3.8%
Sublime IP	0.2%
TPP Internet	8.1%
Web Access Pty Ltd	0.1%
WestNet Pty Ltd	0.8%
Total:	100.0%

Q2 (December 2008)



Anchor Systems	0.3%
auDA	0.0%
AussieHQ Pty Ltd	1.4%
Aust Domains	8.9%
Bottle	0.0%
Bottle Domains	1.6%
Cheaper Domains	0.0%
Connect West	0.5%
Discount Domain Name Services	0.8%
Distribute.IT	5.9%
Domain Candy	0.1%
Domain Central	3.9%
Domain Directors	0.6%
Domain Registration Services	1.0%
Domain8	0.0%
Enetica	11.2%
Explorer	0.3%
Feature Domains	0.0%
IntaServe	2.8%
MD Web Hosting	0.4%
Melbourne IT	23.5%
Namescout	1.1%
NetRegistry	14.9%
PlanetDomain	7.8%
SMARTYHOST	3.9%
Sublime IP	0.2%
TPP Internet	8.2%
Web Access Pty Ltd	0.1%
WestNet Pty Ltd	0.8%
Total:	100.0%

Q1 (September 2008)



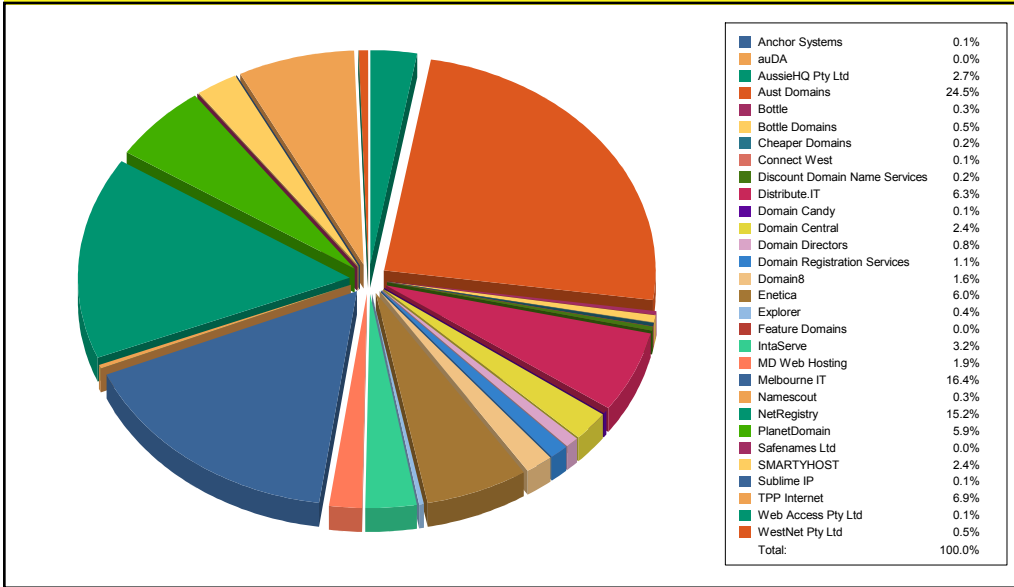
Anchor Systems	0.3%
auDA	0.0%
AussieHQ Pty Ltd	1.2%
Aust Domains	8.0%
Bottle	0.0%
Bottle Domains	1.6%
Cheaper Domains	0.0%
Connect West	0.5%
Discount Domain Name Services	0.8%
Distribute.IT	5.9%
Domain Candy	0.1%
Domain Central	3.8%
Domain Directors	0.6%
Domain Registration Services	1.0%
Domain8	0.0%
Enetica	11.4%
Explorer	0.3%
Feature Domains	0.0%
IntaServe	2.9%
MD Web Hosting	0.4%
Melbourne IT	24.1%
Namescout	1.2%
NetRegistry	15.0%
PlanetDomain	7.9%
SMARTYHOST	3.9%
Sublime IP	0.2%
TPP Internet	8.1%
Web Access Pty Ltd	0.1%
WestNet Pty Ltd	0.8%
Total:	100.0%

# AusRegistry EOY Report to auDA

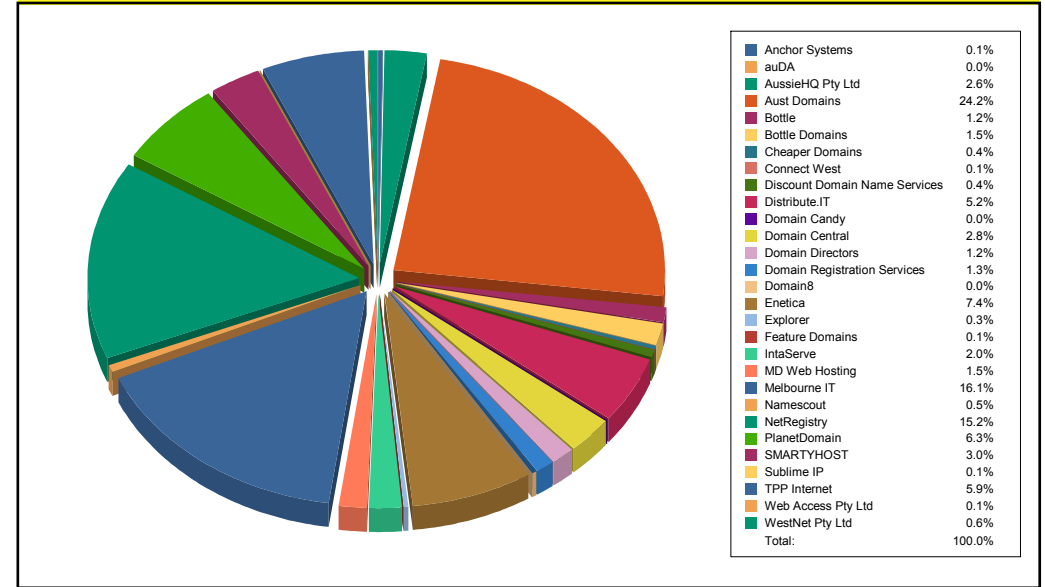
## Quarterly New Registrations Market Share Pie Charts

FY 2008/2009

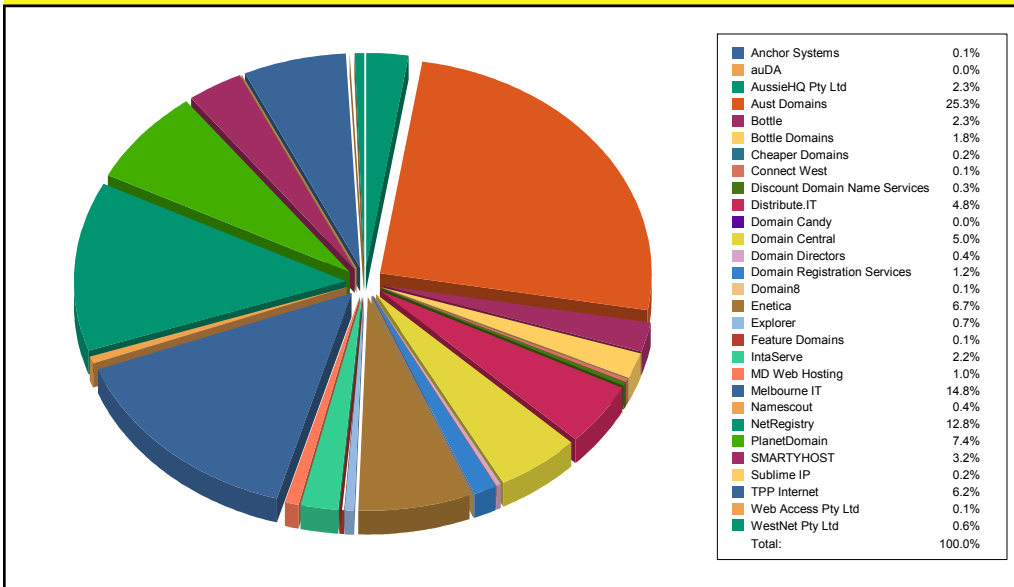
**Q4 (June 2009)**



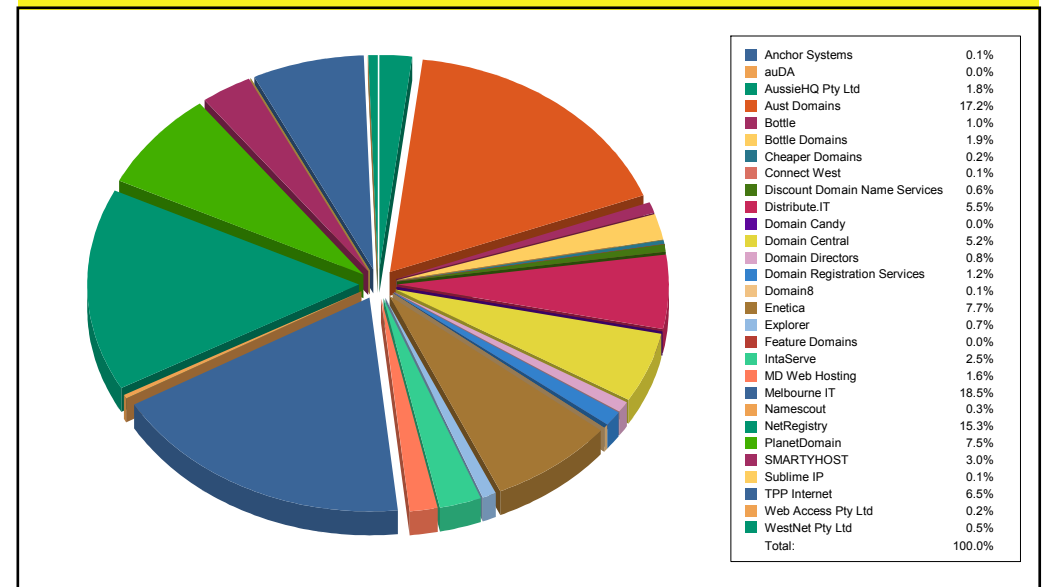
**Q3 (March 2009)**



**Q2 (December 2008)**



**Q1 (September 2008)**



# AusRegistry EOY Report to auDA

## Definitions

2008/2009

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>Admin Website</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 EOY Report to auDA

## Disclaimer

2008/2009

### 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.