

# AusRegistry EOY Report to auDA

## High-Level Scorecard

FY2009/2010

### Registry

	Year Total	Q4	Q3	Q2	Q1
<b>Registrations</b>	537466	142773	132493	129996	132204
<b>Transactions</b>	1097755	306309	283406	247847	260193
<b>Renewals</b>	440870	129681	112851	95272	103066
<b>Registrant Transfer</b>	7083	1999	1720	1643	1721
<b>Drop-off</b>	196088	59546	43883	46204	46455

### Domains

	Year 1 Growth	Q4	Q3	Q2	Q1	Starting Figure
<b>.au</b>	341998	1759295	1676068	1587458	1503666	1417297
<b>com.au</b>	291702	1513617	1443319	1369319	1297104	1221915
<b>net.au</b>	44665	185029	174269	161450	151187	140364
<b>org.au</b>	4213	45536	43797	42343	41330	41323
<b>asn.au</b>	354	4196	4082	4028	3955	3842
<b>id.au</b>	1064	10917	10601	10318	10090	9853

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

### Registrars

	Q4	Q3	Q2	Q1	Starting Figure
<b>Accredited</b>	33	31	31	30	30
<b>Provisional</b>	4	3	3	3	2

### Technical

Performance Level*	Score	Registry	Name Service	Whols	Admin Website
Service Availability	▲	99.98%	100.00%	99.98%	%
Processing Time: Create, Update, Delete	▲	99.91%			
Processing Time: Check	▲	99.98%			
Update Frequency	▲		100.00%	100.00%	
Planned Outage Time	▲	0.67		0.67	
Extended Planned Outage Time	▲	1		1	
Planned Outage Notification	▲	3		3	

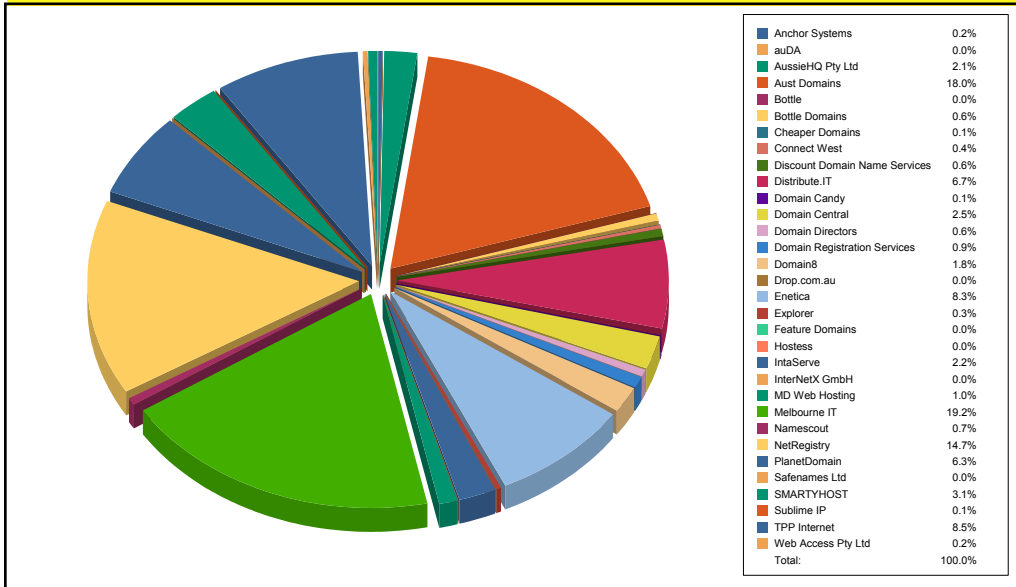
\*AusRegistry's agreed minimum Service Levels are listed in 'Definitions'

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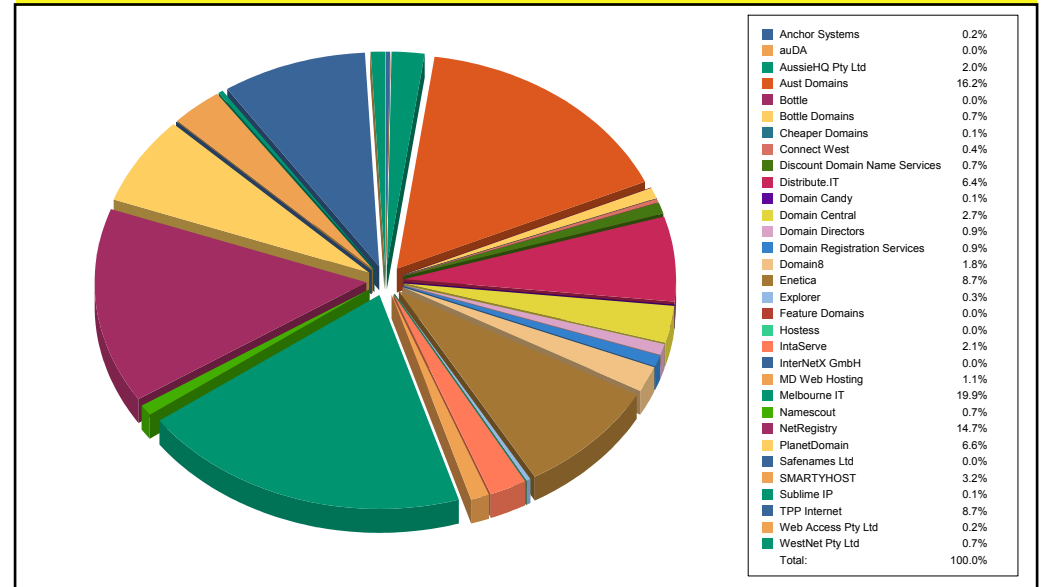
## Quarterly Market Share Pie Charts

FY 2009/2010

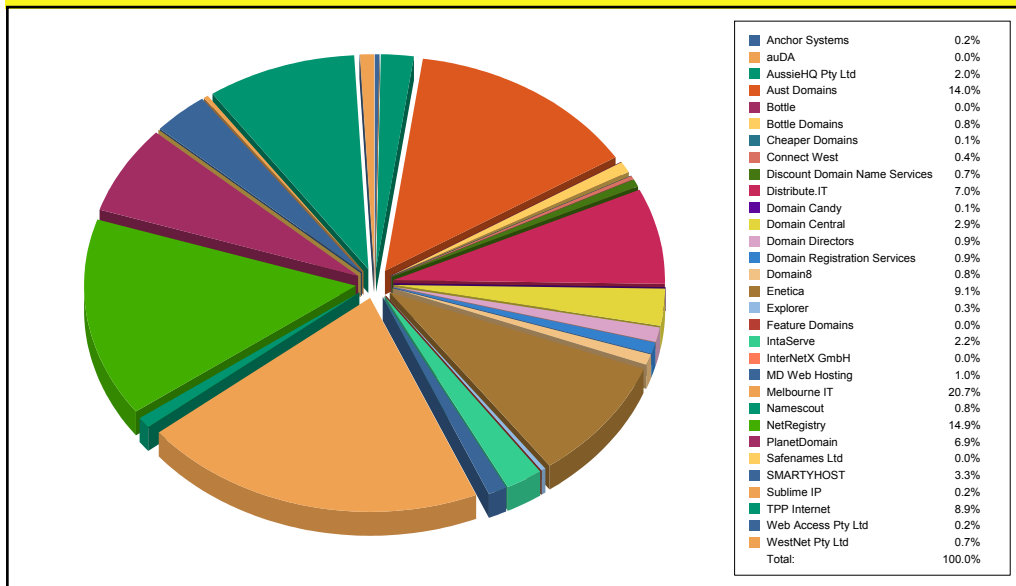
Q4 (June 2010)



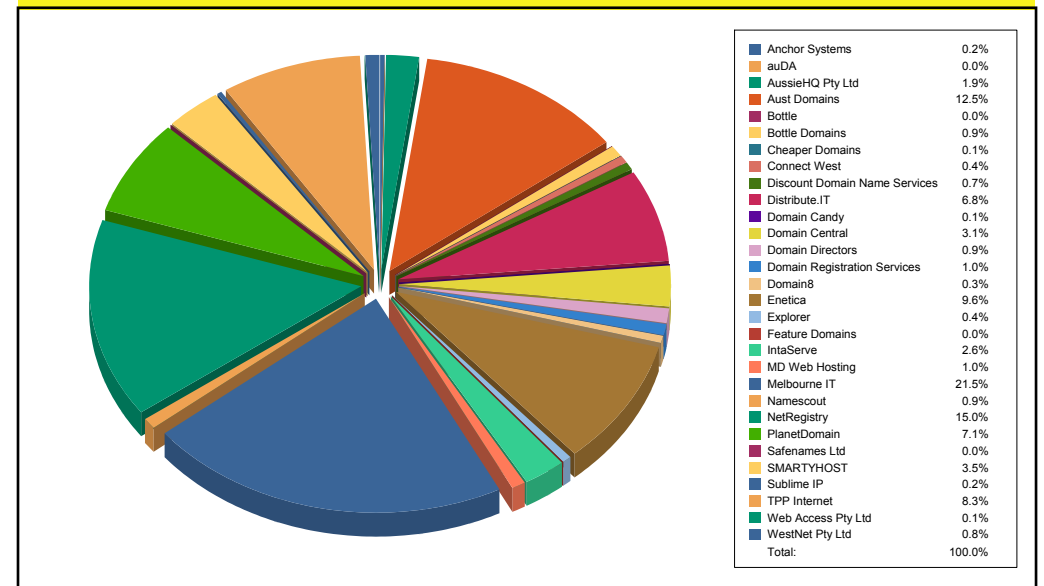
Q3 (March 2010)



Q2 (December 2009)



Q1 (September 2009)

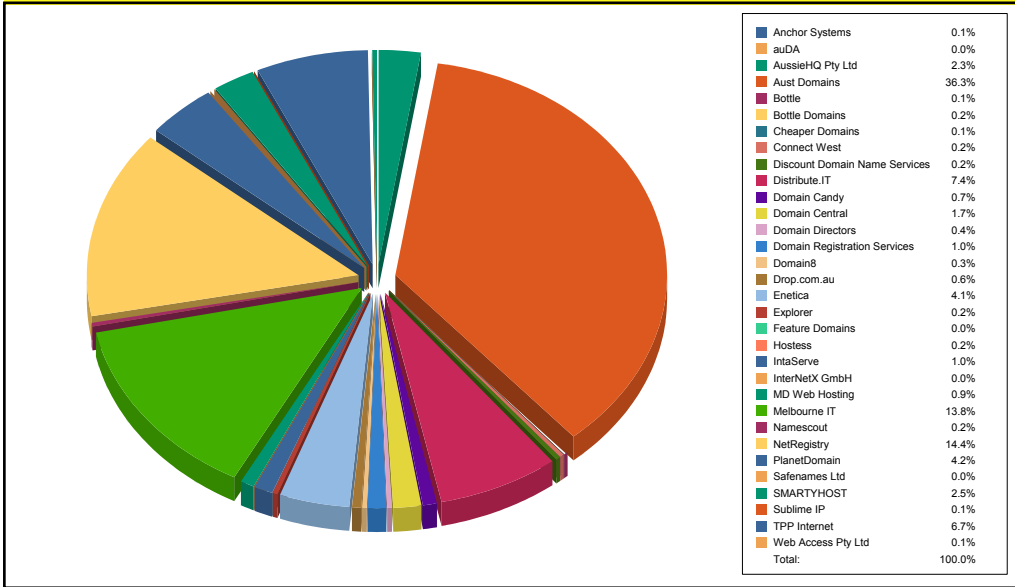


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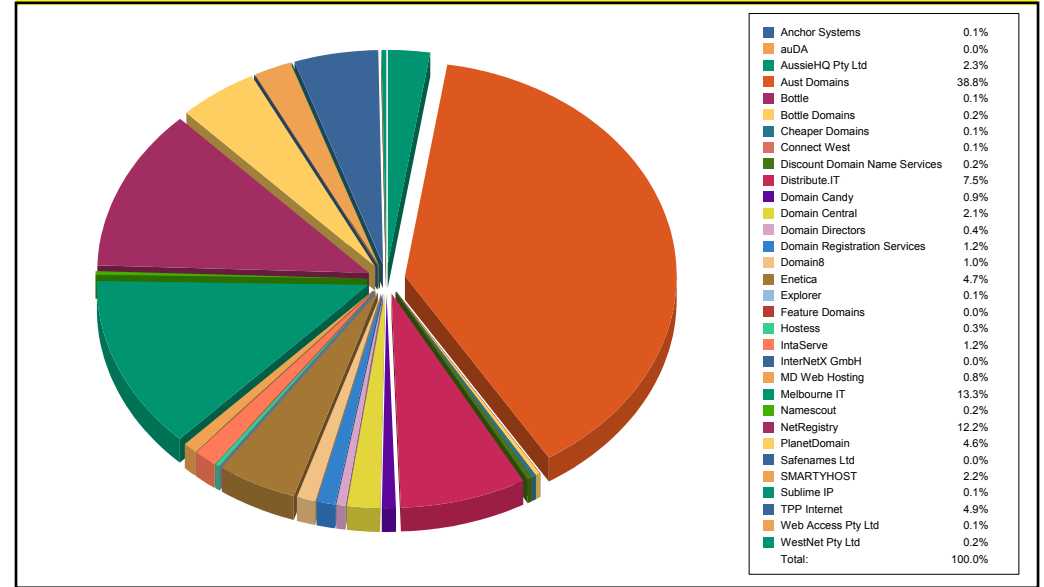
## Quarterly New Registrations Market Share Pie Charts

FY 2009/2010

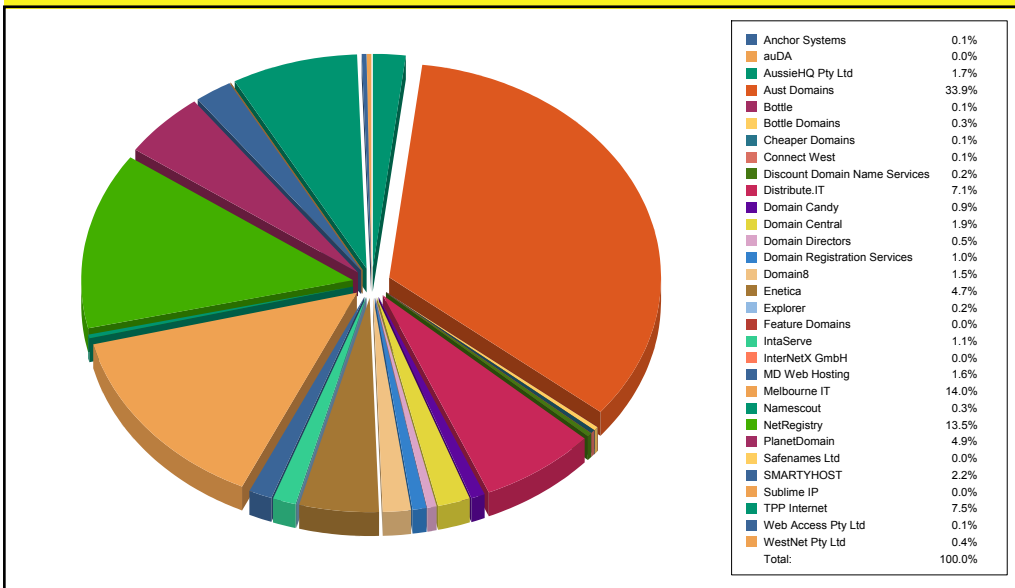
**Q4 (June 2010)**



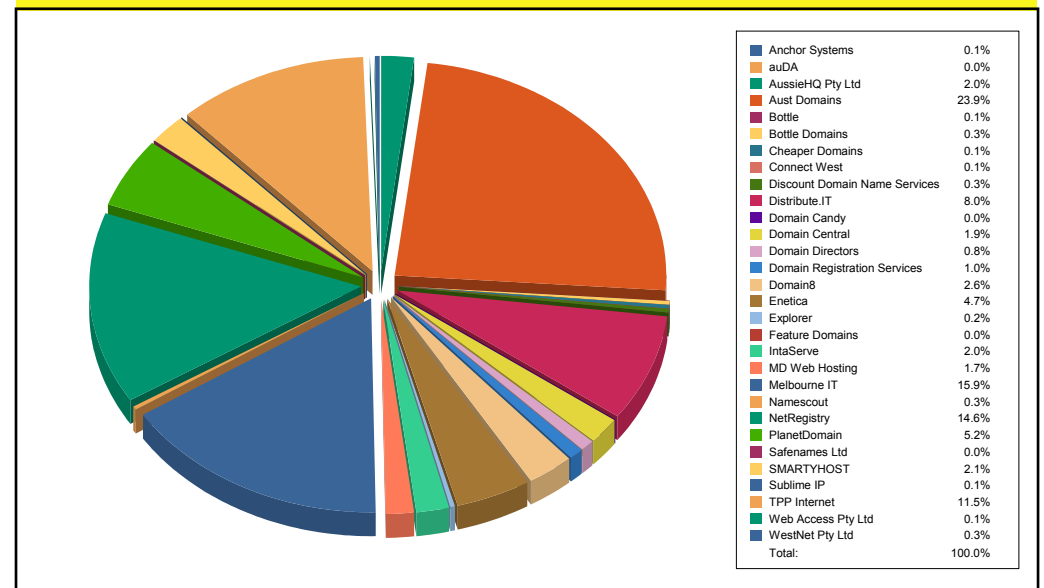
**Q3 (March 2010)**



**Q2 (December 2009)**



**Q1 (September 2009)**



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## Definitions

2009/2010

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

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## Disclaimer

2009/2010

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