

Afnic quality of service performance

October 2014

DNS Service

Target:

| | | |
|--|-------|-------|
| Availability of the .fr resolution service with a delay inferior to 300 ms | 100 % | 100 % |
|--|-------|-------|

Delay between sending the request and receiving the answer, from the user point of view.

Registration Service

| | | |
|---|-------|--------|
| Availability of the domain creation operation | 100 % | 99,4 % |
|---|-------|--------|

| | | |
|--|--------|------|
| Handling domain creation operations in less than 3 seconds | 99,3 % | 95 % |
|--|--------|------|

In period of availability, from receiving the request from the Registrar to the the notification indicating the creation is published in the Whois database

- **For the other registration processes:**

| | | |
|---|-------|------|
| Authorization requests answered within 2 working days | 100 % | 90 % |
|---|-------|------|

The being cases that require further expertise

- **Delay of new creation publications:**

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|--|-------|-----|
| Average of the .fr zone file daily updates | 143,2 | 130 |
|--|-------|-----|

- **Whois Database Access Service:**

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|--|--------|--------|
| Availability of the Whois service (on «port 43») | 99,9 % | 99,4 % |
|--|--------|--------|

| | | |
|--|--------|-------|
| Answers to the requests (on «port 43») in less than 500 ms | 93,6 % | 100 % |
|--|--------|-------|

In period of availability.

| | | |
|---|-------|--------|
| Availability of the domain availability check service | 100 % | 99,4 % |
|---|-------|--------|

| | | |
|---|-------|--------|
| Answers on the domain availability check service (available for registrars) in less than 500 ms | 100 % | 99,4 % |
|---|-------|--------|

In period of availability.

Customer Service

- **Phone calls:**

| | | |
|---|------|------|
| Registrar calls answered in less than 3 minutes | 96 % | 90 % |
|---|------|------|

- **Emails:**

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|--|------|------|
| Requests that have received a qualified answer in less than 2 days | 95 % | 90 % |
|--|------|------|

Remaining requests require Registry experts

- **Delay on Technical operations information:**

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|--|-------|-------|
| Announcing maintenance operation on its technical infrastructure 10 days before. | 100 % | 100 % |
|--|-------|-------|

| | | |
|--|-------|-------|
| Information on the website www.afnic.fr/operations in case of an incident disrupting service. | 0 / 0 | 100 % |
|--|-------|-------|

| | | |
|---------------------|-------|-------|
| ...within the hour. | 100 % | 100 % |
|---------------------|-------|-------|