

# Afnic quality of service performance

## August 2016

### DNS Service

**Target:**

Global availability of the .fr resolution service	100 %	100 %
---	-------	-------

in detail...

		Availability	Average response time
UDP	IPv4	99,48 %	74,61 ms
	IPv6	95,95 %	76,62 ms
TCP	IPv4	99,32 %	153,21 ms
	IPv6	95,92 %	158,56 ms

### Registration Service

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

Handling domain creation operations in less than 3 seconds	99,4 %	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:**

Average of the .fr zone file daily updates	143,7	130
--	-------	-----

- **Whois Database Access Service:**

Availability of the Whois service (on «port 43»)	100 %	99,4 %
--	-------	--------

Answers to the requests (on «port 43») in less than 500 ms	99,7 %	99,4 %
--	--------	--------

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 %	100 %
---	-------	-------

In period of availability.

### Customer Service

- **Phone calls:**

Registrar calls answered in less than 3 minutes	97 %	90 %
---	------	------

- **Emails:**

Requests that have received a qualified answer in less than 2 days	94 %	90 %
--	------	------

Remaining requests require Registry experts

- **Delay on Technical operations information:**

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

Information on the website <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> in case of an incident disrupting service.	0 / 0	100 %
--	-------	-------

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