

# Afnic quality of service performance

May 2018

## DNS Service

Target :

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

in detail...

|     |      | Availability | Average response time |
|-----|------|--------------|-----------------------|
| UDP | IPv4 | 99,13 %      | 62,21 ms              |
|     | IPv6 | 95,46 %      | 60,96 ms              |
| TCP | IPv4 | 99,33 %      | 126,20 ms             |
|     | IPv6 | 95,51 %      | 123,47 ms             |

## Registration Service

|   |        |        |
|---|--------|--------|
| Availability of the domain creation operation | 99,9 % | 99,4 % |
|---|--------|--------|

|  |        |      |
|--|--------|------|
| Handling domain creation operations in less than 3 seconds | 96,9 % | 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 | 135,7 | 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 | 99,4 % | 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 | 96 % | 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. | 1 / 1 | 100 % |
|--|-------|-------|

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