



## AFNIC quality of service performance

June 2010

### DNS Service

		Target:
Availability of the <i>.fr</i> resolution service with a delay inferior to 300 ms	100 %	100 %
<small>Delay between sending the request and receiving the answer, from the user point of view.</small>		
Servers claiming authority on the <i>.fr</i> zone and answering 100% of the time in less than 150 ms	na	75 %
<small>Delay between sending the request and receiving the answer, from the user point of view</small>		

### Registration Service

Handling domain creation operations in less than 3 seconds	na	100 %
<small>From receiving the request from the Registrar to the the notification indicating the creation is published in the Whois database</small>		
<b>▪ For the other registration processes:</b>		
Identification of corporate entities within 30 working days	98 %	100 %
Authorization requests answered within 2 working days	100 %	90 %
<small>The being cases that require further expertise</small>		
<b>▪ Delay of new creation publications:</b>		
Average of the <i>.fr</i> zone file daily updates	23,3	24
<b>▪ Whois Database Access Service:</b>		
Answers to the requests (on «port 43») in less than 500 ms	99,4 %	100 %
Answers on the domain availability check service (available for registrars) in less than 500 ms	99,8 %	100 %

### Customer Service

<b>▪ Phone calls:</b>		
Registrar calls answered in less than 3 minutes	99 %	90 %
<b>▪ Emails:</b>		
Requests that have received a qualified answer in less than 3 days	95 %	90 %
<small>Remaining requests require Registry experts</small>		
<b>▪ Delay on Technical operations information:</b>		
Announcing maintenance operation on its technical infrastructure 10 days before.	100 %	100 %
Information for registrars and general public on the website <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> within the hour in case of an incident disrupting service quality	80%	100 %