



AFNIC quality of service performance

September 2011

DNS Service

Target:

Availability of the .fr resolution service with a delay inferior to 300 ms	100 %	100 %
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Delay between sending the request and receiving the answer, from the user point of view.

Servers claiming authority on the .fr zone and answering 100% of the time in less than 150 ms	na	75 %
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Delay between sending the request and receiving the answer, from the user point of view

Registration Service

Availability of the domain creation operation	99,1 %	99,4 %
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Handling domain creation operations in less than 3 seconds	98,8 %	100 %
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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:

Identification of corporate entities within 30 working days	98 %	100 %
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Authorization requests answered within 2 working days	100 %	90 %
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The being cases that require further expertise

▪ Delay of new creation publications:

Average of the .fr zone file daily updates	23,9	24
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▪ Whois Database Access Service:

Availability of the Whois service (on «port 43»)	99,8 %	99,4 %
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Answers to the requests (on «port 43») in less than 500 ms	99,8 %	100 %
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In period of availability.

Availability of the domain availability check service	98,9 %	99,4 %
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Answers on the domain availability check service (available for registrars) in less than 500 ms	100 %	100 %
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In period of availability.

Customer Service

▪ Phone calls:

Registrar calls answered in less than 3 minutes	92 %	90 %
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▪ Emails:

Requests that have received a qualified answer in less than 3 days	95 %	90 %
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Remaining requests require Registry experts

▪ Delay on Technical operations information:

Announcing maintenance operation on its technical infrastructure 10 days before.	100 %	100 %
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Information on the website www.afnic.fr/operations in case of an incident disrupting service.	3 / 4	100 %
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...within the hour.	25 %	100 %
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