

Afnic quality of service performance

April 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	99,8 %	99,4 %
---	--------	--------

Handling domain creation operations in less than 3 seconds	98,7 %	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	140,5	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	94,4 %	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	95 %	90 %
---	------	------

- **Emails:**

Requests that have received a qualified answer in less than 2 days	93 %	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 www.afnic.fr/operations in case of an incident disrupting service.	1 / 1	100 %
--	-------	-------

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