

AFNIC quality of service performance

December 2012

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 | 99,3 % | 99,4 % |
|---|--------|--------|

| | | |
|--|--------|-------|
| Handling domain creation operations in less than 3 seconds | 98,5 % | 100 % |
|--|--------|-------|

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 | 64,4 | 24 |
|--|------|----|

- **Whois Database Access Service:**

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|--|--------|--------|
| Availability of the Whois service (on «port 43») | 99,9 % | 99,4 % |
|--|--------|--------|

| | | |
|--|--------|-------|
| Answers to the requests (on «port 43») in less than 500 ms | 99,9 % | 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 % | 100 % |
|---|-------|-------|

In period of availability.

Customer Service

- **Phone calls:**

| | | |
|---|------|------|
| Registrar calls answered in less than 3 minutes | 99 % | 90 % |
|---|------|------|

- **Emails:**

| | | |
|--|------|------|
| Requests that have received a qualified answer in less than 3 days | 97 % | 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. | 2 / 3 | 100 % |
|--|-------|-------|

| | | |
|---------------------|------|-------|
| ...within the hour. | 33 % | 100 % |
|---------------------|------|-------|