Afnic
quality of service performance

February 2016

DNS Service

	Target:

Global availability of the *.fr* resolution service	100 %	100 %

in detail…		**Availability**	**Average response time**
UDP	IPv4	99,18 %	69,11 ms
	IPv6	94,84 %	72,76 ms
TCP	IPv4	99,25 %	141,22 ms
	IPv6	95,10 %	149,96 ms

Registration Service

Availability of the domain creation operation	100 %	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	143,5	130

- ### Whois Database Access Service:

Availability of the Whois service (on «port 43»)	99,7 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	98,4 %	99,4 %

In period of availability.

Availability of the domain availability check service	100 %	99,4 %
Anwers 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	93 %	90 %

Remaining requests require Registry experts

- ### Delay on Technical operations information:

Announcing maintenance operation on its technical infrastructure 10 days before.	0 %	100 %
Information on the website www.afnic.fr/operations in case of an incident disrupting service.	0 / 0	100 %
...within the hour.	100 %	100 %