Afnic quality of service performance

April 2016

DNS Service

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

in detail…		**Availability**	**Average response time**
UDP	IPv4	99,15 %	70,61 ms
	IPv6	97,16 %	70,26 ms
TCP	IPv4	99,21 %	143,08 ms
	IPv6	97,36 %	143,55 ms

Registration Service

Availability of the domain creation operation	99,9 %	99,4 %
Handling domain creation operations in less than 3 seconds	98 %	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	142,6	130

▪ Whois Database Access Service:

Availability of the Whois service (on «port 43»)	99,9 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	99,6 %	99,4 %

In period of availability.

Availability of the domain availability check service	100 %	99,4 %
Anwsers 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	91 %	90 %

▪ Emails:

Requests that have received a qualified answer in less than 2 days	90 %	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.	0 / 0	100 %
...within the hour.	100 %	100 %