Afnic
quality of service
performance

September 2016

DNS Service

	Target:

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

in detail…		Availability	Average response time
UDP	IPv4	99,51 %	70,15 ms
	IPv6	95,43 %	71,87 ms
TCP	IPv4	99,73 %	142,73 ms
	IPv6	95,55 %	149,33 ms

Registration Service

Availability of the domain creation operation	100 %	99,4 %
Handling domain creation operations in less than 3 seconds	99,1 %	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	143,4	130

▪ **Whois Database Access Service:**

Availability of the Whois service (on «port 43»)	99,5 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	99,5 %	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	98 %	90 %

▪ **Emails:**

Requests that have received a qualified answer in less than 2 days	95 %	90 %

Remaining requests require Registry experts

▪ **Delay on Technical operations information:**

Announcing maintenance operation on its technical infrastructure 10 days before.	50 %	100 %
Information on the website www.afnic.fr/operations in case of an incident disrupting service.	1 / 1	100 %
...within the hour.	100 %	100 %